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ABSTRACT

This study was conducted to determine the effects of the influx of 56,000 Indochinese refugees into Orange County, California between 1975 and 1982 and to make recommendations for integrating these people into the local labor force. In order to identify employer needs, characteristics of the refugee population, and the perceptions of both the refugee and nonrefugee populations, interviews were conducted with government and private agency personnel who work with Indochinese refugees and with private businessmen. In addition, characteristics and perceptions of 1,200 adult refugees and nonrefugees living in the county were documented. Among the findings were the following: (1) 39 percent of adult Indochinese refugees are unemployed; (2) although employers perceived the Indochinese as good workers, the language barrier was their greatest problem; (3) 65 percent of all Indochinese refugees in Orange County live in households supplemented by welfare, and 50 percent receive food stamps; (4) the overall opinion of Orange County residents toward refugee resettlement is equivocal: on the one hand, residents perceive the Indochinese as being hardworking and having high moral standards; on the other, refugees are considered to be a financial liability to the community. As a result of these findings, specific recommendations were made for involvement by educators, communicators, and voluntary agencies; for business involvement; and for reduction of community tensions. (KC)

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Capturing the Change

The Impact of Indochinese Refugees In Orange County; Challenges and Opportunities

Developed by: **C. Beth Baldwin**
IRPC Communications Specialist

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10 September 1982

Dear Employers:

Throughout history, scientists and economists have tried to foresee the resources that would be available at any given point in the future. During modern times, the Japanese government spends much time and research evaluating present and future targets and economic strategies.

In this same spirit of informed forecasting; American businesses have sponsored research regarding the influx of 56,000 Indochinese refugees into Orange County, California. Conducted by the Immigrant and Refugee Planning Center, the findings detailed in this report define for employers the characteristics of a new labor force. The report also explores how the resettlement of refugees has affected and will continue to affect the community, both beneficially and adversely.

By reading specific chapters of this book, you can become more aware of the opportunities the Indochinese have brought to Orange County. For example, research shows that a large percentage of refugees have a strong suitability for working in high technology. Employers can see how they can prepare this resource now, to be available for labor needs in the future.

I recommend paying special attention to the chapters "Recommendations," "A Look Into The Future," and the subchapter on Employment. The time you spend reading this information will be time well invested in your company's future.

Very truly yours,

INTERSTATE ELECTRONICS CORPORATION

Richard A. Foster
President

RAF:ms

Indochina

CHINA
NORTH VIETNAM
Hanoi
Luang Prabang
Gulf of Tonkin
HAINAN
Vientiane
LAOS
Cease Fire Line, 1954
Hue
Da Nang
THAILAND
SOUTH VIETNAM
CAMBODIA
Cam Ranh Bay
Phnom Penh
Gulf of Siam
Saigon
0 100 200
Scale of Miles

Foreword

In the fall 1980, I met with Merritt Johnson of the United Way to discuss community needs on behalf of the Fluor Foundation. Johnson presented a brief overview of various organizations in the community, then asked what Fluor was doing for the Indochinese refugees in Orange County. "What Indochinese refugees?" I asked. Thus, research on this subject began.

As someone who reviewed proposals of various non-profit organizations for the Foundation, I was surprised not to have received any funding requests from agencies representing the Indochinese refugees. Later, I realized it was because the "government" was the sole provider for Indochinese refugee

aid, which included federal dollars for initial resettlement, social services, etc.

Tom Ellick, vice president of corporate relations for Fluor, became very interested and concerned over my findings and directed further investigation. During the next several weeks and 1200 cups of coffee later, some provocative information surfaced. First of all, community tensions produced by the refugees settling in Orange County were very real and potentially volatile. Additionally, there was no input from the business sector into the existing refugee programs. The worst of it however, was the realization that millions of taxpayer dollars were being spent by the government without any primary data to measure the success of the ongoing refugee programs.

The concept of the Immigrant and Refugee Planning Center (IRPC) was developed during a subsequent meeting when Ellick and Johnson's discussion of the findings led to the challenge: "How can private industry's participation help lessen the potential for economic and social instability created by the influx of so many refugees?"

The answer lay in the belief that through employment, the refugees not only become self-reliant and financially secure, but also, more accepted in the American community. IRPC was thereby formed to stimulate business participation in the vocational/language training and hiring of Indochinese refugees.

In order to seek the involvement of private industry, it was absolutely necessary that the project have credible and current information on which to base plans and recommendations. We had to have facts that clearly defined problems caused by refugee settlement. So, a national research firm was contracted to obtain the opinions and perceptions of refugees and non-refugees alike. Committees representing the community then analyzed the findings and devised plans of action that would help relieve community tension and find jobs for refugees.

The survey results, assessments, and recommendations you will find in this report represent the cornerstone of our project. It is our sincere hope that by sharing this information, refugees and the general population, both today and in the future will be able to draw upon the pioneer efforts of IRPC.

Mary Ellen Andreasen

Dedication

The history of Orange County is a story of people migrating here in search of a better life. For decades, thousands of newcomers have settled in Orange County, helping to turn it into one of the most dynamic business centers in the country.

The most recent newcomers are refugees from Cambodia, Laos and Vietnam. Like previous immigrants and refugees, they brought with them little more than fears, expectations and dreams. The Indochinese were different from other immigrants though, because they were not moving where a support base of relatives, or ethnically similar people already were established. There were no Indochinese communities ready to sponsor the refugees and explain the complexities of living in America.

The Indochinese had to turn instead to the general population — hosts who could not be expected to know how to respond. However, with a community's commitment and patience, the right formula for successful resettlement can be found. The research and recommendations contained within are dedicated to that search.

I. Refugees Arrive: 1975 to 1982

The Collapse of Indochina

Few in South Vietnam or the United States expected the Saigon government to collapse in only a few weeks. Nevertheless, during Spring 1975, the Vietcong swept like fire ants southward through the coastal cities of Hue, Da Nang, and Cam Ranh to the outskirts of Saigon.

To prevent a bloodbath when the North Vietnamese came to power, the American Embassy drew up a list of people to be evacuated. Generals, policemen, military officers, government ministers, employees of American agencies and corporations, and many others whose lives were threatened joined the American evacuation. The refugees who left Vietnam in the panic of those last weeks of war had little time to reflect on their future. Probably

only a few understood their departure would be permanent.

As the North Vietnamese overran Saigon, communist forces were spilling out into neighboring countries. The non-aligned coalition government of Laos, informally supported by the United States, was replaced almost immediately by the Pathet Lao (Laotian Communists) aided by Vietnamese forces. Ordinary Laotian citizens became victims of the new government's plan to transform Laos into a Vietnamese colony. Many caught trying to leave the country were shot on sight.

At the same time, Vietnamese and Khmer Rouge (Cambodian Communists) forces took effective control of Cambodia* from U.S. backed General Lon Nol. The regime of Pol Pot that followed attempted to create a new, rural bsed society by emptying the towns with mass forced marches to rural areas. Those associated with the old regime faced certain death. Thousands more died each week on the marches. No one knows the exact death toll, but from 1975 to 1979, estimates run as high as three million, of an initial population of less than 15 million.

Two Waves (Phases) of Refugees

More than 1.4 million people have fled Indochina since 1975. Their exodus can be broken into two "waves" or phases.

The first "wave" of 130,000 refugees was predominantly Vietnamese. Most could either speak English or had been exposed to French or American cultural practices. This experience and the marketable job skills many had made absorption into American communities relatively easy.

The second "wave" began in 1977. New fighting in the region and severe internal pressures, especially on minority ethnic groups (Chinese-Vietnamese; Hmong) led thousands of refugees to escape in boats or on foot to Thailand, Malaysia, Indonesia, and Singapore.

As the refugee flow increased, the Thai and Malaysian governments felt increasingly threatened by the growing presence of foreigners in their countries. By 1979, with more than 250,000 refugees crowded into resettlement camps, these governments reacted. Boats were pushed off the shorelines and overland refugees driven back across borders. Many refugees

*Cambodia has since been renamed The Democratic Republic of Kampuchea.

died at sea and in military crossfire on land.

To reduce the pressures on these border countries, the United States led the rest of the world in raising the number of Indochinese refugees admitted for resettlement. United States levels doubled to a peak of 14,000 per month in late 1979 and early 1980. By 1982, admission levels had dropped again to about 6,000 per month as the flow of refugees into the Southeast Asian camps had slowed.

By July 1982, more than 600,000 Indochinese refugees had been settled in the United States. Almost 240,000 of them, or 40 percent of America's total, live in California. Orange County has an estimated 60,000 Indochinese refugees; one of the highest populations per capita in the country. The county is home to more Indochinese refugees than the entire state of Texas, which has the second largest population of Indochinese refugees in the country **(See Chart 2).**

Why is the Indochinese population in Orange County so large? In mid-April 1975, Camp Pendleton was hurriedly converted into a "tent city" and opened to about 40,000 refugees. Because of the camp's proximity to Orange County and the extensive local news coverage of the refugee evacuation to Camp Pendleton, many Southern California residents were made aware of the refugee needs. Voluntary agencies had little trouble developing local sponsorships. (For example, every Catholic church in Orange County sponsored at least one refugee family.) As a result, a base population of about 12,000 refugees from Camp Pendleton was permanently settled throughout Orange County, according to *The Register* newspaper.

They were joined by another 6,000 "secondary migrants," refugees who initially settled in other parts of the country and then moved to Orange County. They came to the county for many of the same reasons that earlier immigrants did: the mild climate, a healthy and growing economy with good job prospects, and the presence of friends and family members in a growing community of ethnically similar people. By early 1976, a total of about 18,000 Indochinese refugees had settled in Orange County. In less than seven years, that population has more than tripled.

Most of the county's Indochinese population is concentrated in six cities: Anaheim, Santa Ana, Garden Grove, Costa Mesa,

Huntington Beach, and Westminster **(See Chart 3).** There are obvious changes in these cities, such as new storefront signs and unfamiliar foods on grocery shelves.

Not so obvious is the change in the characteristics within the refugee population. By 1982, almost half of the Indochinese in Orange County were second "wave" refugees who left Indochina after January 1977. These refugees arrived with less exposure to American living patterns and fewer immediately marketable skills than earlier, first "wave" arrivals. Some, like the Lao Hmong, were mountain tribesmen whose language had no written form prior to the 1940s.

As a result, their adjustment period is longer than the first "wave," with a longer period of dependence on private and public assistance.

REFUGEE EMIGRATION PATTERNS

Chart 1

	Aggregate (%)	Vietnamese (%)	Laotian (%)	Hmong (%)	Cambodian (%)
"When did you leave your home country?					
Less than 1 year ago	1	2	0	0	4
1 – 2 years ago	12	10	22	6	46
2 – 3 years ago	23	26	14	9	32
3 – 5 years ago	14	11	35	15	8
5 years or more ago	50	51	29	70	10
"When did you first arrive in the United States?"					
Less than 1 year ago	15	13	25	12	48
1 – 2 years ago	29	20	55	49	42
2 – 3 years ago	10	9	14	12	6
3 – 5 years ago	9	9	6	16	0
5 years or more ago	37	49	0	12	4
"Tell me each place you lived before you moved to Orange County. First, which transition camp did you go to?"					
California/Pendleton	17	23	0	1	0
Other U.S. camps	13	18	2	0	0
Thailand	33	8	96	99	98
Malaysia	12	16	0	0	0
Indonesia	9	13	0	0	0
Other Southeast Asia	13	18	2	0	2
Other/None	3	4	0	0	0

Chart 2 **STATE REFUGEE POPULATION**

SOUTHEAST ASIAN REFUGEES: ESTIMATED CUMULATIVE STATE POPULATIONS* INCLUDING ENTRIES FROM 1975 THROUGH 6/30/82

State of Residence	Estimated Total	State Residence	Estimated Total
Alabama	2,705	Nevada	2,421
Alaska	472	New Hampshire	456
Arizona	4,047	New Jersy	5,412
Arkansas	2,797	New Mexico	3,224
California (about 240,000)	202,093	New York	19,238
Colorado	9,638	North Carolina	4,962
Connecticut	5,667	North Dakota	760
Delaware	310	Ohio	8,160
District of Columbia	2,598	Oklahoma	7,796
Florida	10,836	Oregon	17,595
Georgia	7,551	Pennsylvania	23,108
Hawaii	6,564	Rhode Island	3,733
Idaho	1,353	South Carolina	2,326
Illinois	22,917	South Dakota	951
Indiana	4,168	Tennessee	3,753
Iowa	8,758	Texas	55,375
Kansas	8,496	Utah	7,625
Kentucky	2,470	Vermont	328
Louisiana	13,532	Virginia	521
Maine	1,088	Washington	28,173
Maryland	6,465	West Virginia	521
Massachusetts	12,725	Wisconsin	10,164
Michigan	9,695	Wyoming	428
Minnesota	24,242	Guam	328
Mississippi	1,699	Puerto Rico	25
Missouri	5,852	Virgin Islands	16
Montana	1,065	Other Territories	6
Nebraska	2,227		
		TOTAL	606,895

Office of Refugee Resettlement, Department of Health and Human Services.

*Partially adjusted for secondary migration through 9/30/81. Estimate in parentheses ( ) for California includes full adjustment for secondary migration through June 30, 1982.

REFUGEE POPULATIONS OF CITIES IN ORANGE COUNTY

Chart 3 Preliminary Estimates of Total and Indochinese Populations of cities in Orange County for 1-1-82. (Source: Refugee Forum of Orange County, Population and Census Committee unpublished data and California State Department of Finance Controlled Population Estimates)

City	Total	Indochinese	
Anaheim	226,568	4,475	2.0%
Brea	30,699	75	0.2%
Buena Park	63,178	1,125	1.8%
Costa Mesa	83,853	4,875	5.8%
Cypress	39,948	300	0.8%
Fountain Valley	54,744	1,500	2.7%
Fullerton	103,482	2,725	2.6%
Garden Grove	126,151	9,400	7.5%
Huntington Beach	174,847	6,175	3.5%
Irvine	69,631	1,450	2.1%
Laguna Beach	18,090	25	0.1%
La Habra	46,288	250	0.5%
La Palma	15,340	75	0.5%
Los Alamitos	11,560	150	1.3%
Newport Beach	64,939	75	0.1%
Orange	94,417	2,950	3.1%
Placentia	36,511	775	2.1%
San Clemente	27,947	200	0.7%
San Juan Capistrano	20,294	125	0.6%
Santa Ana	215,050	16,400	7.7%
Seal Beach	26,056	50	0.2%
Stanton	25,039	1,400	5.6%
Tustin	38,223	925	2.4%
Villa Park	7,065	25	0.3%
Westminster	71,248	6,950	9.8%
Yorba Linda	30,362	100	0.3%
Unincorporated	272,847	4,400	1.6%
County Total:	1,993,831	~ 67,000	3.4%

Notes: 1) Definitions: The term "Indochinese" means those with origins in the Southeast Asian countries of Vietnam, Laos, and Cambodia. It includes Vietnamese, Laotians, Cambodians, ethnic Chinese, and other former residents of these countries who arrived in either refugee or non-refugee status, plus (U.S. citizen) children born to them in the U.S.

2) This table is not directly comparable to earlier Refugee Forum tables because it is based primarily on 1980 census data, rather than INS data, which is unavailable for 1981 and 1982. It does not include unincorporated areas served by the local postal zone as earlier Refugee Forum tables do. The estimates are preliminary and subject to change pending receipt of additional data.

3) "~" means approximately. Estimates of Indochinese are rounded to nearest 25, so this total may not add exactly due to rounding.

REFUGEE RESIDENCE BACKGROUNDS

Chart 4

	Aggregate (%)	Vietnamese (%)	Laotian (%)	Hmong (%)	Cambodian (%)
"Number of residences since arriving in the United States."					
Orange County only	53	44	80	77	76
Two residences	37	42	20	23	20
Three residences	8	11	0	0	4
Four residences	2	3	0	0	0
"How long have you lived in Orange County?"					
Less than 6 months	7	6	12	3	30
6 months – 1 year	16	15	21	15	30
1 – 2 years	30	23	49	52	32
2 – 3 years	16	18	12	9	6
3 – 5 years	16	19	6	15	2
5 years or more	15	19	0	6	0
"And what was the reason you left your previous residence and moved to Orange County?"					
Climate	39	43	0	19	17
Family nearby	19	13	70	63	25
Join Asian community	5	6	0	0	0
Job/Finances/Education	20	22	10	6	17
Better place to live	6	5	0	6	25
No opinion	11	11	20	6	16

Public and Private Resettlement Efforts

'Refugee: One who flees his country to escape persecution based on race, religion, nationality, membership in a particular social group or political opinion."

Since World War II, federal refugee resettlement programs have been only temporarily established in response to major emigrations, such as those following the Hungarian Revolt in 1956 and the Cuban Revolution in 1959. The refugee program for the Indochinese began in 1975.

As in the past, the urgency of the situation gave no time for initial planning. For the next five years, resettlement was conducted

ted as an *ad hoc,* temporary federal program without evaluation or accountability.

By 1980, the resettlement system that had evolved was improved upon and codified into the Refugee Act. This legislation was the first to formally define refugee status and set long-range policies. Under the act, 50,000 refugees are allowed into the United States annually, unless the President sets a higher ceiling after consultation with Congress. For federal Fiscal Year 1982, the ceiling for refugee admissions is 140,000, of which 100,000 may be Southeast Asians.

Congress appropriates funds for domestic U.S. refugee programs to be administered by the State Department and the Department of Health and Human Services. The State Department provides assistance to voluntary agencies who resettle the refugees. Cash, medical care, food stamps, and social services are given directly to the refugee through the Department of Health and Human Services. Other public agencies, such as schools and police departments provide general public services.

The goal of the resettlement program is to help make possible a rapid adjustment by the refugees to their new communities. Organizational and administrative deficiencies, however, hamper the program's performance.

Because there is no central planning body, communication between the responsible federal departments has been inadequate. As a result, some services are duplicated, while other areas of need are not met.

Processing resettlement funds through several levels of administration at the federal, state, and local levels leads to other problems. With each layer seems to come the attachment of more guidelines and restrictions. As a result, local programs have had very little flexibility with which to respond to the community's specific needs.

In addition, the public sector has failed to solicit business involvement in the process of settling refugees. Though greatly needed, no sustained effort has been made to research employers' needs, or to help solve refugee-related problems on the job. Until now, private industry has not participated in program planning that could increase the employment rate of refugees and other

immigrants.

The Immigrant and Refugee Planning Center (IRPC) was created to give private industry a means to simultaneously help lessen the potential for economic and social instability and prepare a labor force to match its future needs.

To clearly define the problems and the potentials of refugee resettlement, IRPC contracted the Decision Making Information opinion research firm to identify employer needs, characteristics of the refugee population and the perceptions of both the refugee and non-refugee populations between February and July 1981.

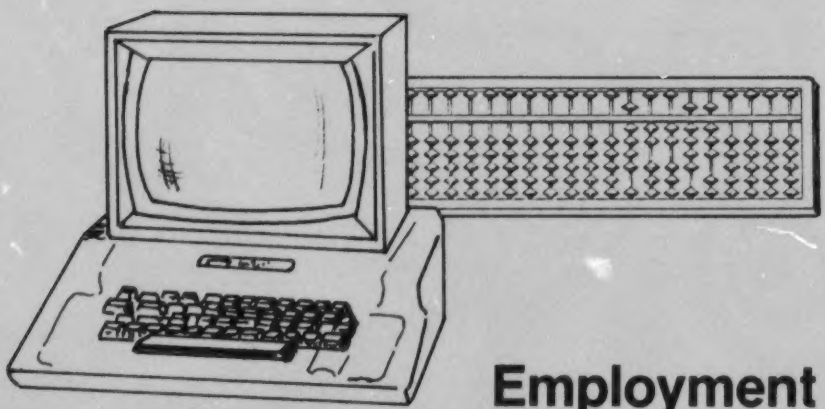
The research was conducted in four phases. First, government and private agency personnel who work with Indochinese refugees were interviewed. Private businessmen were interviewed next. Phases three and four were devoted to documenting characteristics and perceptions of 1200 adult refugees and non-refugees living in the county.

The next section of this report will take a close look at the survey findings. IRPC identified four critical areas of resettlement: employment, education, welfare dependency and community tension. Recommended projects in light of the survey findings, as well as a look into the future, will follow.

*Research sample includes persons at least 18 years old, with an equal number of males and femals interviewed.

**For the purpose of reading ease, Indochinese refugees in Orange County will be referred to as refugees. While the survey was completed in 1981, responses are recorded in the present tense.

II. Study Findings: The Impact in Orange County



Employment

The popular myth that Asians are hardworking and industrious proves true in the case of Indochinese refugees in Orange County. Since 1975, refugees have opened 400 businesses in Orange County. Failures have been rare. About 100 of these "mom and pop" type enterprises, which include restaurants, wicker shops, doughnut shops, grocery stores and professional services, are concentrated along Bolsa Avenue in the Westminster and Garden Grove communities.

Many other refugees have become technicians and assemblers. They arrived in Orange County during a time when sales in manufactured computer parts, prosthetics and electronic ma-

chinery were skyrocketing. Perhaps, partly because Southeast Asians by temperament and tradition have a strong mental discipline and attention to detail, they easily fulfilled local employment needs.

This year, approximately 200 refugees a month are being placed in jobs throughout Orange County. Still, the refugee unemployment rate is high. Special problems training refugees due to their diverse ethnic background, and inadequate English speaking ability are largely responsible.

Characteristics of the Employed in Orange County

Men are more likely to be employed than women. Looking specifically at the employment ratio of men, some differences surface in terms of age. The highest employment rate is found in the 25-34 age category where half hold jobs. Other age groups report employment rates close to 40 percent.

REFUGEE EMPLOYMENT PROFILE

CHART 5

	PERCENT*
Employed	37
Unemployed	39
Students	16
Housewifes	6
Retired	2

***Figures reflect the employment outlook during the second quarter of 1981 when the Orange County unemployment rate was 3.6 percent.**

Charts 6, 7 and 8 break down the employed work force by age, ethnic group and sex distribution.

Chart 6

REFUGEE EMPLOYMENT AS RELATED TO AGE		
Age	Percentage of all refugees in each age group	Percentage of male age group employed
18 - 24	17	37
25 - 34	37	49
35 - 44	24	41
45 - 54	12.5	38
55 - 64	7	
65 and older	2.5	

Chart 7

REFUGEE EMPLOYMENT AS RELATED ETHNIC GROUP	
Ethnic Group	Percentage Employed
Vietnamese	43
Laotian	29
Cambodian	24
Lao Hmong	14

Chart 8

REFUGEE EMPLOYMENT AS RELATED TO GENDER	
Sex	Percentage Employed
Male	43
Female	31

The refugees' employment rate is related to how long they have lived in the United States. Seventy-one percent of those men who have lived in the United States for five years or more are employed. In comparison, only 14 percent of those who have lived in the United States for less than one year have found work.

Employment among the refugees is also related to the education and English language training they have received.

Sixty-two percent of those with more than a high school education are employed. The employment percentage drops to 17 for those with less than a high school education **(See Chart 9).**

In light of these variables, the Vietnamese have the highest level of employment. Only one of four Vietnamese in Orange County has less than a high school education. It should be noted however, that the Vietnamese also have the highest level of unemployment.

Chart 9

REFUGEE EMPLOYMENT AS RELATED TO EDUCATION

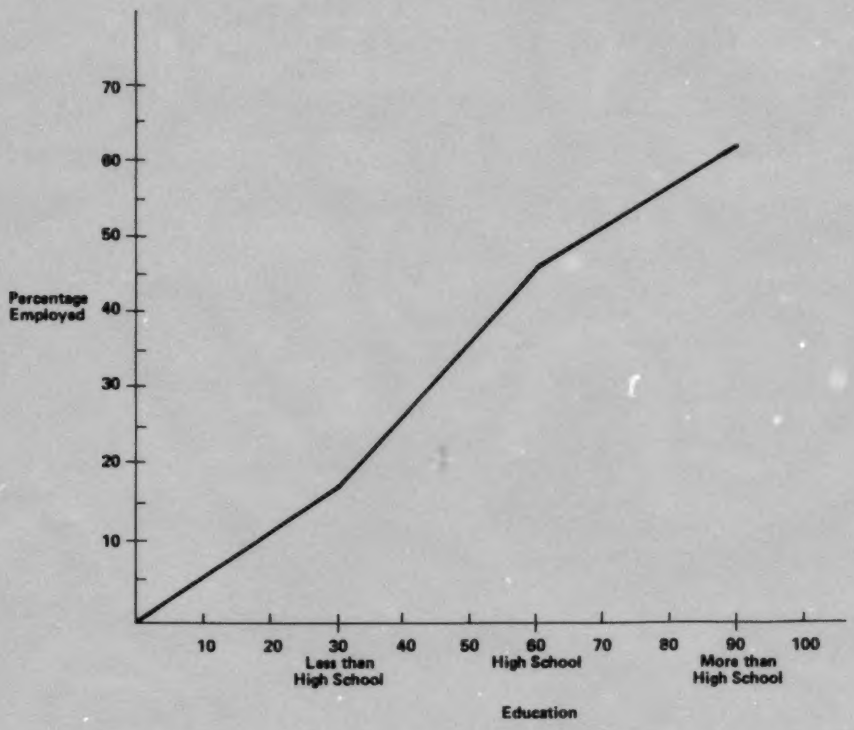
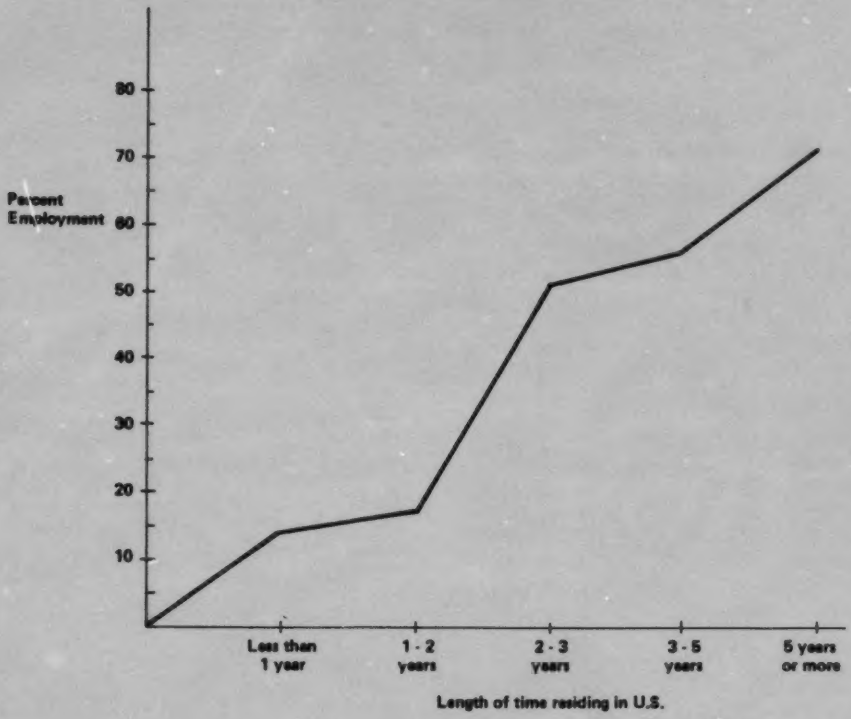


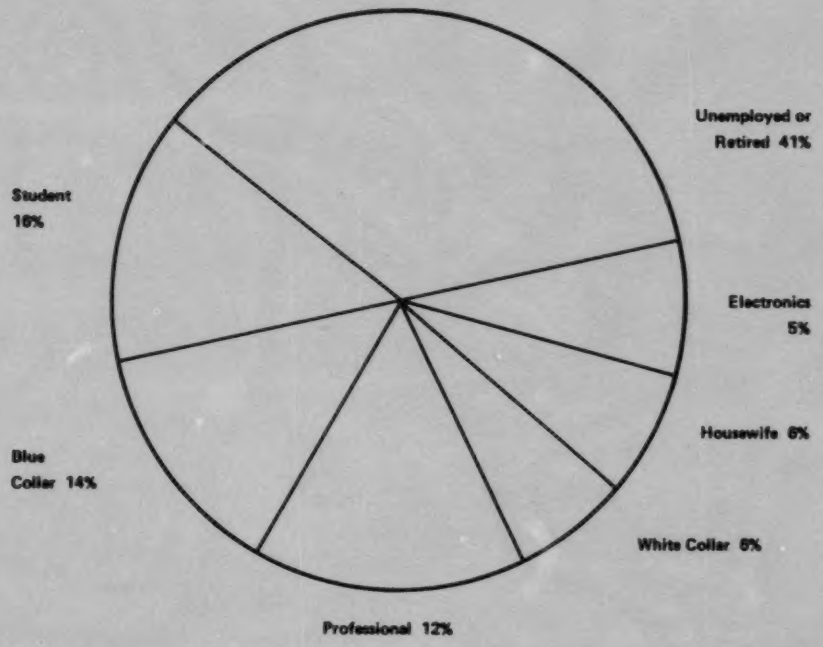
Chart 10

PERCENTAGE OF EMPLOYED REFUGEES SHOWS INCREASE AS LENGTH OF RESIDENCE GROWS



The occupations of the employed refugees reflects a high number of persons involved in skilled labor. One of every four refugees uses technical skills and manual dexterity on the job. Five percent of the Orange County refugees specifically work in the field of electronics.

Chart 11 REFUGEE OCCUPATIONS



Refugees who have lived in this country for at least three years are more likely to have professional or technical jobs. The fact that the refugees who have lived in the U.S. the longest are often the most educated, or previously skilled may have some bearing on the apparent trend. White-collar occupations are few among all length-of-residency groups.

Chart 12 **REFUGEE OCCUPATION PROFILE**

	Professional/ Technical (%)	White Collar (%)	Blue Collar (%)	Electronics (%)	Student (%)	Housewife (%)	Unemployed/ Retired (%)
Aggregate	12	6	14	5	16	6	41
How long in U.S.							
Less than 1 year	6	2	5	–	30	10	48
1 - 2 years	4	4	7	1	23	7	54
2 - 3 years	3	9	23	4	17	9	35
3 - 5 years	9	4	19	9	11	2	46
5 years or longer	23	9	20	9	6	4	29
Sex							
Male	13	5	17	7	19	--	39
Female	10	7	11	3	12	12	45
Education Home Country							
Less than high school	4	4	8	1	21	12	50
High school	11	7	21	6	11	3	41
More than high school	30	9	10	13	13	1	24
English in Own Country							
Yes	24	9	17	10	12	1	27
No	3	5	12	2	18	9	51

Characteristics of the Unemployed Refugees in Orange County

While unemployment is highest among refugees aged 45 years and older, a substantial percentage of all age groups are not working. Thirty-eight percent of all male refugees between the ages of 25-55 are unemployed.

Women have a higher rate of unemployment than men. Forty-five percent are unemployed and another 12 percent are housewives.*

Unemployment is affected by the refugees' educational background. Sixty-two percent of those without a high school education are unemployed. The largest unemployed sub-group among males consists of those with less than a high school education and who have lived in the U.S. for less than two years. In order to understand the reasons for unemployment, the refugees themselves were asked why they weren't working. Among those refugees considered the "hard-core" unemployed (refugees who have lived in the U.S. the longest), retirement, health reasons and

*It should be noted that the percentage of housewives decreases as length of residency and employment rates increase.

Chart 13

REASONS FOR REFUGEE UNEMPLOYMENT

"What is the reason you are currently unemployed?"

	Left Southeast Asia (%)	Language Barrier (%)	Continue Education (%)	Laid Off (%)	Health/ Baby (%)	Retired Other (%)	Never Been Employed (%)	No Opinion (%)
Aggregate	27	13	14	4	6	9	11	16
Ethnic Group								
Vietnamese	13	5	20	5	7	13	14	23
Laotian	45	31	–	8	5	–	8	3
Hmong	56	27	3	–	2	2	8	2
Cambodian	59	13	23	–	–	2	–	3
How long in U.S.								
Less than 1 year	32	13	17	–	3	3	5	27
1 - 2 years	39	15	11	3	2	6	11	13
2 - 3 years	29	14	11	3	4	11	14	14
3 - 5 years	15	22	15	4	11	7	11	15
5 years or longer	7	4	20	10	14	19	14	12
Sex								
Male	30	9	19	5	5	10	5	17
Female	25	16	10	4	6	8	16	15
Age								
18 - 24	8	4	42	5	2	3	14	22
25 - 34	31	17	11	4	7	4	11	15
35 - 44	42	14	9	5	4	3	11	12
45 - 54	29	8	10	3	5	13	8	24
55 and older	15	16	–	3	11	36	11	8

the language barrier were mentioned frequently **(See Chart 13).**

Unemployment also is affected by whether or not English was studied in the refugees' native country, and if so, how much language instruction was received. Seventy-four percent who did not study English are unemployed. In comparison, among those refugees who brought with them a familiarity with the language, only 24 percent are unemployed. Of that 24 percent, there are very few who have studied English for three or more years.

Chart 14

REFUGEE UNEMPLOYMENT AS RELATED TO EDUCATION*	
Education in own country	Percentage who are unemployed
Less than High School	62
High School	43
More than High School	25

*Does not include student population

Student Characteristics

As Charts 15 and 16 show, the average student (16 percent of total refugee population) is relatively young and has been in the country for a short period of time. (For more demographic information related to education see following chapter.)

Interviews with refugee agency personnel have suggested that while going to school is a necessary tool for learning English and other job skills, school also delays the refugee's entrance into the job market.

Chart 15

REFUGEE STUDENTS' LENGTH OF RESIDENCY IN THE U.S.	
Numbers of years Residing in U.S.	Percentage who are Students
Less than 1 year	30
1 - 2 years	23
2 - 3 years	17
3 - 5 years	11
5 years or more	6

Chart 16

REFUGEE STUDENT PROFILE AS RELATED TO AGE	
Age	Percentage who are Students
18 - 24	27
25 - 34	16
35 - 44	16
45 and older	7

Chart 17

REFUGEE STUDENT PROFILE AS RELATED TO GENDER	
Sex	Percentage who are Students
Male	19
Female	12

Skills Qualifications and Aspirations

A significant number of refugees feel they have skills that are not being used. Seventeen percent of the refugee work force report having electronic technician skills, yet only 5 percent are actually employed in that field. Likewise, 8 percent of the refugees with seamstress skills currently hold a job in that field. Office work, assembly line work, machine operation, computer science and nursing are other job skills that go unused. In many cases this is because of language or recertification problems **(See Chart 18).**

When asked what they would most like to be doing by 1986, the refugees showed a preference for technical work. The top seven professions listed in order of popularity are:

1. Electronics
2. Self-employed
3. Machine operator
4. Seamstress
5. Office work
6. Mechanic
7. Computer Science

A job's desirability was often rated in terms of position rather than wages earned. For example, even though the majority of the refugees believe that machine engineers are better paid than electronics workers, they chose the latter as being the more desirable occupation.

The refugees are optimistic about what lies ahead and show a willingness to work for the future **(See Chart 19).** By 1986, many of the refugees expect to be out of school and working in professional, blue collar and electronics work **(See Chart 20).** It should be noted however, that 25 percent of the refugees are still undecided about their carrer aspirations.

Chart 18

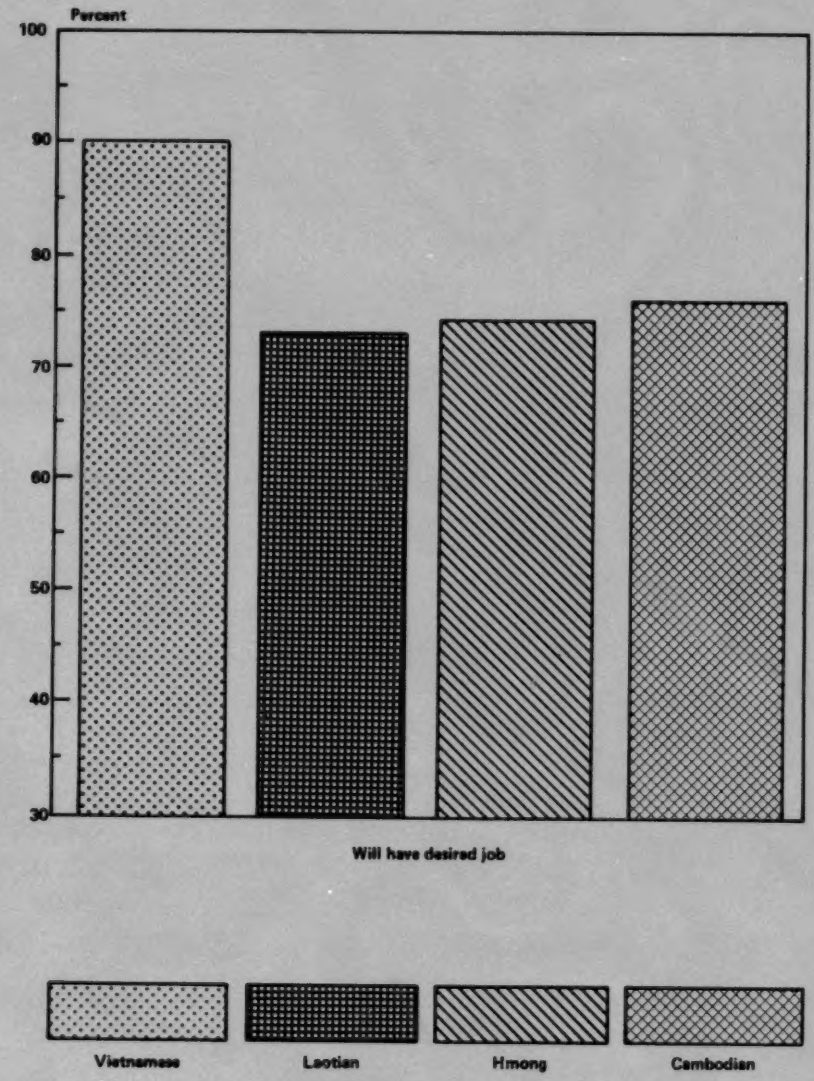
USE OF REFUGEES' SKILLS

"Which of these choices best describes the kind of skills you believe you have?"

	I Have Better Skills Than My Job Requires (%)	I Have About The Right Skills (%)	My Job Requires More Skills Than I Have (%)
Aggregate	37	59	4
ETHNIC GROUP			
Vietnamese	42	57	1
Laotian	13	67	20
Hmong	10	70	20
Cambodian	8	83	9
HOW LONG IN U.S.			
Less than 1 year	22	67	11
1 – 2 Years	24	65	11
2 – 3 years	16	73	11
3 – 5 years	21	74	5
5 years or longer	47	52	1
AGE			
18 – 24	47	52	1
25 – 34	32	65	3
35 – 44	43	48	9
45 – 54	29	67	4
55 and older	56	44	–
PRESENT OCCUPATION			
Professional	35	64	2
Other white collar	37	60	3
Blue collar	41	51	8
Electronics	32	68	–
EDUCATION OWN COUNTRY			
Less than high school	18	74	8
High school	45	54	1
More than high school	37	57	6

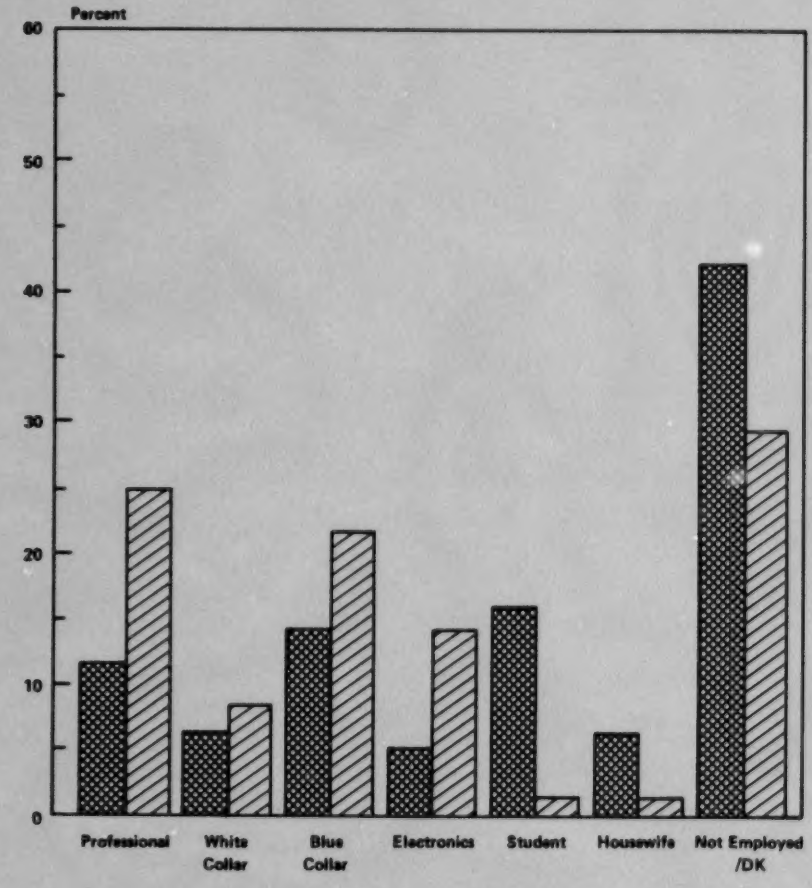
REFUGEES' OPINION OF REACHING FUTURE EMPLOYMENT GOALS
"Will you be doing desired work by 1988?"

Chart 15



REFUGEES' JOB EXPECTATIONS - CURRENT JOB VS. 1986 JOB

Chart 20



Co-Worker and Employer Appraisal

Orange County employers have expressed that Indochinese are quick learners, intelligent, logical, mathematically inclined, able to comprehend electronics easily and have good manual dexterity, especially with small machine parts **(See Chart 21).** Eighty-four percent of business owners with an opinion believe refugees have a good or excellent job performance.

Their behavior and attitude on the job also are rated highly. They are perceived as having good work habits, a low absentee record and a dedication to advancement. Almost half of the non-refugees believe the average refugee's progress at work is greater than that of other minorities.

During preliminary interviews, some employers speculated that refugees had a tendency to quit their jobs. Statistics suggest otherwise. A significant number of refugees said they would rather not switch jobs, even for a 5 percent increase in pay, because they do not like change. In addition there is a tendency among those refugees who have been in Orange County for three years or more to have held their same jobs for the same period of time. Four local job placement centers support this finding by reporting at least a 70 percent job retention rate among refugees.

Problems on the Job

Probably the refugee's greatest difficulty in being able to hold on to a job is his inability to communicate effectively with his supervisor. Many refugees do not fully understand their supervisor's instructions. The Cambodians, Laotians, and Lao Hmong in particular, feel their supervisors do not spend enough time showing them how to do the work that they are assigned **(See Chart 23).**

Inability to communicate is also the root of problems noted by co-workers. The majority rate the refugees' English speaking ability from fair to poor. That refugees only associate with other refugees, or that refugees receive special treatment are prevailing sentiments.

Chart 21

ADVANTAGES OF HIRING INDOCHINESE

Orange County employers were asked to list the major advantages and disadvantages of hiring Indochinese.

1. Very hard, tireless workers.
2. Extremely dependable, reliable.
3. Eagerness to learn, to continue school, dedication to advancement.
4. Above average intelligence, quick learners.
5. Very loyal.
6. Always on time.
7. Good work habits.
8. Do not waste time.
9. Low absentee record.
10. Good manual skills, dexterity to work with small parts.
11. Good numerical skills.
12. Comprehension of electronics.
13. Very adaptable.
14. Eager to be independent, to own their own business.
15. Job stability.
16. Strict adherence to rules.
17. High self-esteem.
18. Do not cause problems with other employees.
19. Willingness to accept almost any type of work, any wage.
20. Availability of refugees in a tight labor market.
21. A way for a company to meet minority quotas.
22. A way to help refugees pay off government loans.
23. A humanitarian contribution.
24. A way to keep refugees off welfare.

Chart 22

DISADVANTAGES OF HIRING INDOCHINESE

1. Language communication problems.
2. Cultural differences, value system is different. (Say yes, but mean no)
3. Slight of build, relatively less body strength than others, not strong enough for heavy lifting.
4. Expectations of advancement and promotion often are too high.
5. Too aggressive prematurely.
6. They feel entitled to a job.
7. Taking jobs away from Americans.
8. Tension between Indochinese and Hispanics in some cases.
9. Unstable, jump from job to job for a higher pay.
10. Do not adapt to time shifting work schedules.
11. Have to be trained. Many work only with each other.
12. Afraid of top management.
13. Difficult names.

REFUGEES' ATTITUDES ABOUT WORK

Chart 23

	Aggregate (%)	Vietnamese (%)	Laotian (%)	Hmong (%)	Cambodian (%)
"People at work take enough time to show me how to do my job."					
Agree Strongly	37	41	30	17	14
Agree somewhat	45	49	20	33	43
Disagree somewhat	10	7	40	0	0
Disagree strongly	2	1	0	17	0
No opinion	6	2	10	33	43
"People at work do not take enough time to show me how to do my job."					
Agree strongly	6	5	40	0	20
Agree somewhat	17	15	20	50	20
Disagree somewhat	40	42	20	50	0
Disagree strongly	33	37	0	0	0
No opinion	4	1	20	0	60
"I do not have a difficult time with the English language."					
Agree strongly	20	24	0	0	0
Agree somewhat	40	43	10	50	43
Disagree somewhat	25	25	40	0	0
Disagree strongly	8	4	40	17	14
No opinion	7	4	10	33	43
"I have a difficult time with the English language."					
Agree strongly	11	9	60	0	0
Agree somewhat	33	33	0	75	20
Disagree somewhat	35	40	0	0	20
Disagree strongly	16	15	20	25	0
No opinion	5	3	20	0	60

ATTITUDES ABOUT JOB

Chart 24

	Aggregate (%)	Vietnamese (%)	Laotian (%)	Hmong (%)	Cambodian (%)
"I understand my supervisor's instructions."					
Agree strongly	45	51	30	17	0
Agree somewhat	43	41	50	50	57
Disagree somewhat	5	5	10	0	0
Disagree strongly	1	1	0	0	0
No opinion	6	2	10	33	43
"I do not understand my supervisor's instructions."					
Agree strongly	20	20	40	0	20
Agree somewhat	17	15	20	50	20
Disagree somewhat	30	33	20	0	0
Disagree strongly	29	31	0	50	0
No opinion	4	1	20	0	60
"People at work like to associate with me."					
Agree strongly	43	48	30	0	14
Agree somewhat	43	44	30	67	43
Disagree somewhat	6	5	20	0	0
Disagree strongly	1	1	0	0	0
No opinion	7	2	20	33	43
"People at work do not want to associate with me."					
Agree strongly	8	9	20	0	0
Agree somewhat	16	15	20	25	20
Disagree somewhat	38	36	40	75	0
Disagree strongly	34	39	0	0	20
No opinion	4	1	20	0	60

Employment Profile Based on Ethnic Group

(For employers considering language and educational training.)

The following are employee highlights as they reflect on the individual Indochinese ethnic groups. It should be noted that while the profile characteristics do not always represent the majority of each ethnic group, a definite composite does emerge.

Cambodian

Employed: 24%
Unemployed: 42%
Education: Two thirds have not completed high school education.
Top Occupational Choices for 1986: Professional, technical, electronics (32 percent are undecided).
Type of Employment Found: White collar
Skills Appraisal: Likely to feel skills match job requirements.
Most Desirable Job: Electronics technician, nurse, computer technician, salesman in a store, laboratory technician, clerical work.

Laotian

Employed: 29%
Unemployed: 39%
Education: Large majority have less than a high school education.
Top Occupational Choices for 1986: Blue collar, white collar
Skill Appraisal: Are more likely to feel their skills are inadequate, than underused.
Most Desirable Job: Electronics technician, auto mechanic, computer technician, nurse, clerical work.
Special Problems: Particularly frustrated by language barrier.

Lao Hmong

Employed: 15%
Unemployed: 37%
Education: Almost all have less than a high school education.
Top Occupational choices for 1986: Blue collar (30 percent are undecided).
Type of Employment Found: Blue collar
Skills Appraisal: More likely to feel their skills are inadequate rather than underused.

Most Desirable Job: Electronics technician, auto mechanic, nurse, house cleaning, machine engineer.
Special Problem: Particularly frustrated by language barrier.

Vietnamese

Employed: 43%
Unemployed: 43%
Education: Three out of four completed high school in their native country.
Top occupational choices for 1986: Professional, technical, blue collar (25 percent are undecided).
Current type of employment found: Professional, technical, blue collar — Highest percentage in blue collar and professional jobs among Indochinese ethnic groups.
Skills Appraisals: 42 percent feel their skills are underused.
Most Desirable Job: Electronics technician, computer technician, salesman, computer programmer, machine engineer, clerical work.
Special Problem: A significant percentage of the unemployed said having to leave Southeast Asia is the reason for not being employed.

Chart 25

OCCUPATION PROFILE OF REFUGEES AS RELATED TO ETHNIC GROUP

VIETNAMESE
14% Professional Technical
8% White Collar
16% Blue Collar
8% Electronics
11% Student
4% Housewives
43% Out of Work/Retired

LAOTIANS
4% Professional Technical
10% White Collar
12% Blue Collar
4% Electronics
16% Students
17% Housewives
39% Out of Work/Retired

LAO HMONG
6% Professional Technical
3% White Collar
6% Blue Collar
0% Electronics
37% Student
11% Housewives
37% Out of Work/Retired

CAMBODIANS
4% Professional Technical
12% White Collar
6% Blue Collar
2% Electronics
32% Students
2% Housewives
42% Out of Work/Retired

Summary

Thirty-nine percent of all adult Indochinese refugees are unemployed, not including housewives, students, or retired persons. While a refugee's odds of being employed rise as his period of residency in the United States lengthens, there are obstacles and exceptions to this trend.

First, more recently arrived refugees require greater educational and language training than the first "wave" of refugees. Secondly, even among first "wave" refugees there is a high percentage of unemployment. The reasons given by refugees are retirement, health reasons, the language barrier and to continue education.

Research has also found that many refugees have skills that are not being used. Office work, assembly line work, machine operation and other job skills go unused in many cases because of language or recertification problems.

Overall, employers have expressed that Indochinese refugees are quick learners, intelligent, logical and have good manual dexterity. They are perceived as being reliable, tireless and eager to learn. Forty-nine percent of the refugee's co-workers said that Indochinese employees advance in their jobs, rather than stay at the same level.

Probably the greatest task for refugees is to overcome the language barrier. The refugee's inability to communicate effectively sometimes results in misunderstandings with co-workers and employers.

Education

Education in the United States provides many refugees with their first academic look at American culture. A classroom atmosphere provides an environment conducive to learning factual, knowledgeable explanations about American living.

The educational process for adult refugees in Orange County is diverse. For many, the process may involve a refresher course in the English language, or vocational training. For others, particularly the more recent refugees, it is a complete education. Refugees who are illiterate and unfamiliar with the English language face an especially long period of formal learning.

Research has shown that an average learning time for foreign-

ers who can't read or write is three years of English study before concentrating on academic subjects.

Sixty percent of the refugees did not study English in their native country. Forty-one percent received less than a high school education. Almost all who received less than a high school education in their native country did not study English. Since resettling in the United States, however, the majority of refugees have received educational instruction.

EDUCATION IN COUNTRY OF ORIGIN

Chart 26

	Less Than High School (%)	High School (%)	More Than High School (%)
Aggregate	41	41	17
ETHNIC GROUP			
Vietnamese	25	54	21
Laotian	80	12	8
Hmong	93	1	6
Cambodian	68	24	8
HOW LONG IN U.S.			
Less than 1 year	46	38	16
1 – 2 years	59	27	13
2 – 3 years	55	43	4
3 – 5 years	41	39	20
5 years or more	22	54	24
SEX			
Male	34	43	23
Female	49	40	11
AGE			
18 – 24	31	60	9
25 – 34	36	39	25
35 – 44	45	38	17
45 – 54	51	32	17
55 and older	56	40	4
CURRENT JOB STATUS			
Employed	20	52	28
Student	56	30	14
Unemployed	54	37	9

Who's Enrolled

Fifty-five percent of Orange County's Indochinese adult refugee population go to some type of school, whether it is to learn English, a vocation or to earn a high school/college degree.

A greater proportion of the Cambodians, Laotians and Lao Hmong are going to school, compared to the Vietnamese. This reflects the fact that those who have been in Orange County the shortest period of time make up the greater proportion of students.

The majority of refugees younger than 44 years old are enrolled in classes. A particularly high enrollment can be found in the 18 to 24 age group, where about three-fourths are enrolled in classes.

Chart 27

AGE GROUP OF REFUGEES ENROLLED IN ANY TYPE OF CLASS	
Age	Percentage enrolled
18 - 24	76
25 - 34	53
35 - 44	58
45 - 54	43
55 and older	32

Chart 28

ETHNIC GROUP BREAKDOWN AMONG REFUGEES ENROLLED IN ANY TYPE OF CLASS	
Ethnic Group	Percentage enrolled
Vietnamese	51
Laotian	57
Lao/Hmong	73
Cambodian	74

Chart 29

EDUCATION OF REFUGEES ENROLLED IN ANY TYPE OF CLASS	
Education In Own Country	Percentage enrolled
Less than High School	55
High School	52
More than High School	62

Chart 30

GENDER OF REFUGEES ENROLLED IN ANY TYPE OF CLASS	
Gender	Percentage enrolled
Male	60
Female	50

In terms of employment, more unemployed refugees (about 58 percent) attend classes than the employed.* School attendance of employed refugees is high, however, (35 percent).

Refugees representative of all income levels go to school. Still, the larger proportion of those attending classes live in households with less than $1,000 earned monthly income. Ninety percent of the refugee students live in welfare-dependent households.

Subjects studied by refugees since leaving Indochina can be found on Chart 31. English, electronics, business/technical subjects are studied most often.

*This unemployment figure does not include refugees who classified themselves as students.

Chart 31

FIELDS OF STUDY SINCE LEAVING INDOCHINA	
Fields	Percentage who have studied in each field
English	60
Electronics	10
Humanities/Business	12
Vocational/Technical	10
Computer Science	4
Science/Math.	3
No Training	22

The study location mentioned the most by Indochinese refugees is Santa Ana College. Orange County adult schools and the Centennial Education Center, part of Santa Ana College, also are used frequently. Other locations include: English As A Second Language (ESL) class sites, Orange Coast College, Golden West College, Center Language System, St. Anselm's Immigrant and Refugee Community Center, Fullerton Community College, Long Beach State University and many more colleges, institutes, centers and universities. Because of the large number of educational facilities, most refugees probably work or live within a close proximity of at least one of them.

A small number of refugees learn English on the job, using an interpreter to give directions. Employers mentioned that this method of learning the job is successful, but should be supplemented with English training classes.

Chart 32

LOCAL LOCATIONS WHERE REFUGEES HAVE STUDIED	
Location	Percentage who have studied in each location
College/University	42
High School/Adult Education	37
English/English As A Second Language Class	28
Vocational/Technical	9
Saint Anselm's	4
Transition Camp/Other	3

Chart 33

REFUGEE FIELD OF STUDY AS RELATED TO PLACE OF STUDY *						
Field of Study	Percentage Who Studied Each Field in Particular Location					
	College/ University	Vocational Technical	High School Adult Ed.	English/ ESL/Class	Saint Anselm's	Transition Camp
Humanities/ Business	80	9	57	10	2	2
Science/Maths.	65	0	30	12	0	8
Vocational/ Technical	68	25	38	22	0	8
Electronic/ Engineering	72	24	40	15	0	5
Computer/Science	86	27	32	4	5	0
English	34	8	37	38	5	3

*Respondents Sometimes Listed More Than One Field of Study.

Problems Related to Indochinese Refugee Education

Discussions with persons involved in refugee resettlement revealed some problems that did not surface as a result of the interviews with the refugees and host population. One of them is the widely held belief that Indochinese refugees are using welfare in order to attend school.

The majority who live in households receiving welfare payments do go to school. It is difficult to determine however, whether refugees are turning to school when they cannot find work or whether they are trying to delay entering the job market until a later date. (It has been noted by educators that many refugees don't realize that their language and vocational skills are adequate for work, and therefore, need assurance.) Twenty-eight percent of those who classify themselves as students said the reason they are not working is because they are continuing their education **(See Chart 34).**

Chart 34

REASONS REFUGEES AREN'T WORKING AS RELATED TO JOB STATUS

Reasons Refugees Gave For Not Working As Related To Job Status / Current Job Status	Left Southeast Asia	Language Barrier	Continue Education	Laid Off	Health/ Baby	Retired Other	Never Been Employed	No Opinion
Student	41	8	28	0	0	4	4	15
Unemployed	22	14	10	5	8	11	14	16

Persons who assist in refugee resettlement also raised the contention that some English classes were not adequately equipping refugees with communication skills necessary to find and keep a job. This may be related to the finding that some refugees have not spent very much time receiving educational training in the United States. For example, 18 percent of the refugees said they have spent less than three months receiving instruction **(See Chart 35).**

Chart 35

REFUGEES' EDUCATION IN THE U.S. AS RELATED TO AMOUNT OF TIME ENROLLED	
Total Months Spent Receiving Education	Percentage of Refugees Who Studied Each Length of Time
Less than 3 months	18
3 – 6 months	33
6 – 12 months	43
1 – 2 years	18
2 years or more	9

The availability of English training was yet another concern. It was mentioned that the number of English classes need to be bolstered because of the long waiting lists for enrollment. At the same time, the impact has caused non-refugee students to feel overrun, according to one agency official.

A great percentage of refugees have attended classes full time mainly during the day. This could be an obstacle to seeking employment **(See Charts 36 and 37).** As the period of residency increases, a gradual shift from day school to night school is made by the refugees. **(See Chart 38).**

Chart 36

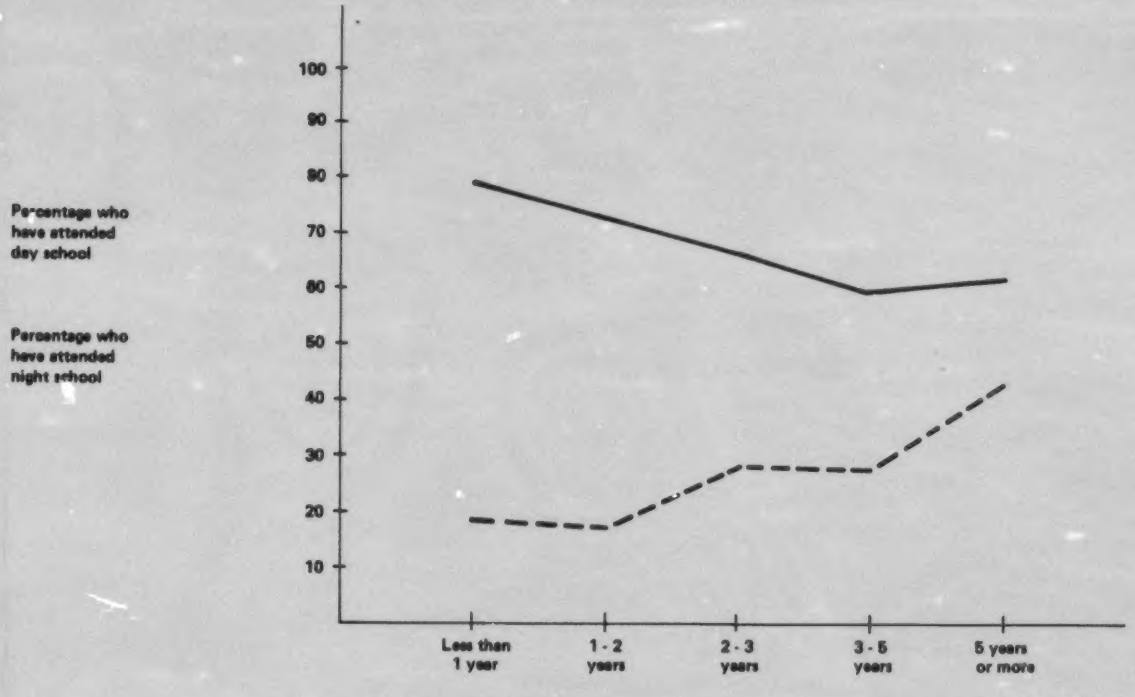
EDUCATION IN THE U.S.	
Percentage of Refugees Who Have Studied Full-Time and Part-Time	
Full-Time	54
Part-Time	56

Chart 37

EDUCATION IN THE U.S.	
Percentage of Refugees Who Attended Day and Night School	
Day	69
Night	29

Chart 38

AS THE PERIOD OF RESIDENCY INCREASES, A GRADUAL SHIFT FROM DAY SCHOOL TO NIGHT SCHOOL ATTENDANCE IS MADE BY REFUGEES



Who is Not Going to School

Forty-five percent of the refugees are not currently going to school. This group includes a significant percentage of unemployed refugees and refugees with little formal education in their coduntry of origin.

Twenty-two percent have never received any training in America. Of that group, about 28 percent received less than a high school education in their native country **(See Chart 39).**

Chart 39

REFUGEE EDUCATION IN COUNTRY OF ORIGIN AS RELATED TO TRAINING IN THE UNITED STATES

	Percentage Who Have Never Received Any Training In U.S.	Percentage Who Are Not Presently Attending Classes
Less than High School	28	45
High School	19	49
More than High School	18	37

Chart 40

ENGLISH STUDY IN THE U.S.

	Employed	Unemployed	Students
Have studied English in U.S.	27	51	22
Have not studied English in U.S.	50	42	8

Forty percent of the refugees have never studied English in the United States. Of that 40 percent, half did not study English in their native country. Chart 40 shows how not studying English affects the unemployment rate. It also shows a high unemployment rate among refugees who have studied English in this country. This may suggest that some refugees are not employed due to time spent instead on learning English.

Chart 41

FIELD OF STUDY AS RELATED TO ETHNIC GROUP

Field of Study	Percentage of Vietnamese who have studied in each field	Percentage of Laotians who have studied in each field	Percentage of Lao/ Hmong who have studied in each field	Percentage of Cambodians who have studied in each field
English	53	67	86	88
Electronics/ Elect. Engr.	14	18	1	4
Humanities/ Business	14	4	7	2
Vocational/ Technical	11	6	4	2
Computer Science	6	0	0	0
Science/ Math	4	0	1	0
No Training	24	13	25	10

Educational Profile Based on Ethnic Group

Cambodian

Enrolled in School: 74%

Fields of Study in U.S.: 80% have studied English, 10% have received no training in the United States.

Education in Country of Origin: 68% have had less than a high school education

English Language Background: 86% did not study English in their native country

Total Months of Study Since Leaving Indochina: Between three to six months

Student Status: Need general education and English training

Laotian

Enrolled in School: 57%

Fields of Study: 67% have studied English, 18% have received electronics education, 13% have received no training in the United States

Education in Country of Origin: 80% had less than a high school education

English Language Background: 86% did not study English in their country

Total Months of Education Since Leaving Indochina: Between three to 12 months

Student Status: Need general education and English training

Lao Hmong

Enrolled in School: 73%

Fields of Study in U.S.: 86% have studied English, 7 percent have studied humanities and business, 25% have received no training in the United States

Education in Country of Origin: 92% have had less than a high school education

English Language Background: 96% did not study English in their native country

Total Months of Education Since Leaving Indochina: Between

three to 12 months

Student Status: Need general education and English training

Vietnamese

Enrolled in School: 51%

Fields of Study in U.S.: Have had the most skills training of all Indochinese ethnic groups. 53% have studied English, 14% have had electronics training

Education in Country of Origin: Majority have a high school education

English Language Background: 51% studied English in their native country, on the average for at least three years.

Total Months of Education Since Leaving Indochina: Between three to 12 months

Student Status: More equipped than other groups to pursue advanced areas of study.

Summary

The refugees who came to this country in 1975 have the highest average level of learning. Among those who have lived here for at least five years, 78 percent have had the equivalency of some high school education.

More recently arrived refugees did not receive much education in Indochina. Sixty-one percent had no English language instruction. Since coming to the United States though, 60 percent have studied English. Fifty-five percent are currently attending some type of class. This reflects the high regard for education among the Indochinese, as well as the belief that higher education is necessary to get a well-paying job.

While illiteracy and lack of English skills make it practically impossible for some refugees to work without first receiving training, there is a belief among some refugee agency workers that a significant percentage of refugees delay employment in order to go to school. While research could not determine whether this is true, 28 percent of those who classify themselves as students said the reason they are not working is because they are continuing their education. It should be noted that refugee students have a history of attending classes mainly during the day. Fifty-four percent said they have studied full-time.

On the other hand, 22 percent of the refugees have never received any training in the United States. Forty percent have never studied English in the United States.

So, while there may be the possibility that some employable refugees are opting for school instead of work, other refugees who need to learn English and other skills are not. While this group includes many uneducated and unemployed refugees, it also includes many employed refugees who might benefit from employer-sponsored education.

Welfare Dependency

For the first 18 months after arriving in the United States, a refugee may apply for federal cash assistance and MediCal through the Refugee Cash Assistance program. In California, cash assistance usually amounts to $200 per month for a single adult. The refugee is also eligible to receive Food Stamps and the aid of social services programs designed to help him or her adapt to American customs and find a job.

A refugee who has children usually is placed in the Aid to Families With Dependent Children program (welfare). This kind of aid is also available to American citizens and has no time limitation for providing the assistance. The family may also receive Food Stamps and the aid of social service programs. In the case of both

the refugee family and the single refugee, full-time employment terminates the aid.

Sixty-four percent of all Indochinese refugees in Orange County live in households supplemented by welfare.* Fifty percent live in households that receive Food Stamps. These figures are based on the percentage of households that receive assistance, rather than the percentage of individual refugees who receive aid. For this reason, rather than exploring the characteristics of the individual refugee, a composite profile of the entire household is given.

Refugee Household

The average number of refugees living in a household is 5.5; the mean number of children is three *(See Chart 42)*. More than half of all households receive $1,250 or less monthly income through employment, while 65 percent of all refugees pay at least $350 monthly rent. The overwhelming majority do not own homes.

Medical aid is used by 69 percent of the refugee households. The percentage is higher among the Cambodians, Laotians and Lao Hmong. A comparatively small percentage of refugees receive a basic grant for education or Supplemental Security Insurance (SSI).

Of the refugee groups, the Vietnamese are least dependent upon public assistance. A little more than half of the Vietnamese households collect welfare checks; 41 percent receive food stamps.

*Welfare refers to all cash assistance given through government aid.

CHARACTERISTICS OF REFUGEE HOUSEHOLD

Chart 42

TOTAL NUMBER OF PERSONS IN HOUSEHOLD	PERCENT
1 - 2	9
3 - 4	29
5 - 6	32
7 or more	30

TOTAL NUMBER OF ADULTS IN HOUSEHOLD	PERCENT
1	8
2	49
3	16
4	14
5 or more	13

TOTAL NUMBER OF CHILDREN IN HOUSEHOLD	PERCENT
1	18
2	23
3	22
4	16
5	10
6 or more	11

Chart 43

REFUGEE HOUSEHOLD MONTHLY INCOME EARNED THROUGH EMPLOYMENT	
Income	Percentage who earn income
Less than $ 500	8
$ 500 – $1,000	34
$1,000 – $1,250	12
$1,250 – $1,500	12
$1,500 – $1,750	5
$1,750 – $2,000	9
$2,000 – or more	20

Chart 44

REFUGEE HOUSEHOLD EARNED MONTHLY INCOME AS RELATED TO DEPENDENCY ON GOVERNMENT AID		
Earned monthly income	Percentage that receive food stamps, per income bracket	Percentage that receive welfare, per income bracket
Less than $ 500	35	60
$ 500 – $1,000	32	62
$1,000 – $1,250	20	31
$1,250 – $1,500	20	27
$1,500 – $2,000	8	14
$2,000 – or more	2	17

Chart 45

REFUGEES' MONTHLY RENT	
Rent	Percentage of households that pay each amount
Less than 200	5
200 – 350	30
350 – 500	48
500 – 750	16
over 750	1

REFUGEE RELIANCE ON GOVERNMENT AID

"Have you or anyone in your household received aid within the last month?"

Chart 46

WELFARE	
Response	Percentage
Yes	64
No	33
Refused to answer	3

Chart 47

FOOD STAMPS	
Response	Percentage
Yes	50
No	46
Refused to answer	4

Chart 48

BASIC GRANT CHECK	
Response	Percentage
Yes	11
No	81
Refused to answer	8

Chart 49

SUPPLEMENTAL SECURITY INSURANCE	
Response	Percentage
Yes	9
No	84
Refused to answer	7

Chart 50

MEDICAL AID	
Response	Percentage
Yes	69
No	29
Refused to answer	2

How much public assistance do refugee households receive? A little more than half of all welfare checks are for $600 or less per month. Eighty percent of all food stamps are for less than $200 per month. Theoretically, many welfare dependent households collect about $800 a month in aid and pay $350 per month per rent. If the average household does not have income from employment, about 5.5 persons will subsist on the balance of $450.*

FINANCIAL CHARACTERISTICS OF REFUGEE HOUSEHOLDS RECEIVING AID

Chart 51

DOLLAR AMOUNT OF WELFARE CHECKS RECEIVED PER HOUSEHOLD	
Amount	Percentage of households that receive amount
Less than 200	7
200 – 400	20
400 – 600	28
600 – 800	31
800 – 1,000	11
1,000 – or over	1
Refused to answer	4

Chart 52

DOLLAR AMOUNT OF FOOD STAMPS RECEIVED PER HOUSEHOLD	
Amount	Percentage of households that receive amount
Less than 200	80
200 – 400	8
400 – 600	–
600 – 800	1
800 – 1,000	–
1,000 – or over	–
Refused to answer	11

Chart 53

DOLLAR AMOUNT OF BASIC GRANT CHECKS RECEIVED PER HOUSEHOLD	
Amount	Percentage of households who receive amount
Less than 200	54
200 – 400	12
400 – 600	2
600 – 800	5
800 – 1,000	5
1,000 – or over	2
Refused to answer	20

Chart 54

DOLLAR AMOUNT OF SUPPLEMENTAL SECURITY INSURANCE	
Amount	Percentage of households who receive amount
Less than 200	5
200 – 400	32
400 – 600	38
600 – 800	5
800 – 1,000	5
1,000 – or over	–
Refused to answer	15

*Figures are generalized and provide a very loose profile of the Welfare dependent households.

Refugee households that receive welfare checks usually collect other types of assistance as well.

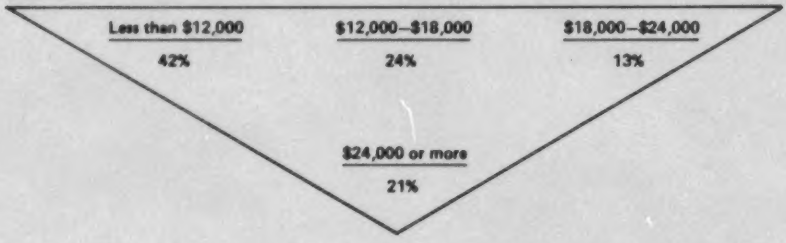
Chart 55

	Medical Aid	Supplemental Security Insurance	Basic Grant	Food Stamps
Percentage of households receiving welfare checks who collect other types of aid.	97	11	12	76

When refugees living in welfare-dependent households were asked how well they were getting along, the usual response ranged between "only fairly well" to "fairly hard time." Yet, employment income is not much higher than welfare income in a significant number of households.

ANNUAL HOUSEHOLD EMPLOYMENT EARNINGS OF REFUGEES

Chart 56



At first glance, the proportion of refugees living in households where the annual income from employment is more than $24,000 may seem high. In these households however, the income is usually the sum of the salaries of at least two working adults. Forty-two percent of the annual household earnings of employed Indochinese refugees are less than $12,000. According to the Bureau of Labor Statistics, in 1981, an annual income of $16,618 would support a family of four at a low standard of living in Orange County.

Attitudes Toward Government Assistance

It is difficult to discern how being on welfare is perceived by refugees. The majority feel that the American government should do more to help the refugees get settled **(See Chart 57).** Many refugees feel that better education, English training, economic assistance and better jobs should be given to the refugees.

Whether refugees perceive that government aid should be used as a tool for obtaining job skills, or as means of last resort cannot be determined. Evidence is indistinct. On one hand, 90 percent of all refugee students live in households that receive government assistance. On the other, the percentage of refugees who live in welfare-dependent households decreases as the length of residency in the United States increases. **(See Chart 58).**

The refugees' high rate of dependence on government aid is noted by Orange County residents. Many feel as though America has done enough for the refugees. One of the major objections to refugee resettlement is having to provide the Indochinese with government aid.

AMERICA SHOULD HELP MORE

Chart 57

"America should have done more to help us get settled in this country."

	Agree Strongly (%)	Agree Somewhat (%)	Disagree Somewhat (%)	Disagree Strongly (%)
Aggregate	41	30	24	5
ETHNIC GROUP				
Vietnamese	41	33	23	3
Laotian	39	25	14	22
Hmong	39	24	33	4
Cambodian	44	16	40	0
PRESENT OCCUPATION				
Professional/Technical	39	31	30	0
White collar	39	35	26	0
Blue collar	39	32	25	4
Electronics	10	36	40	14
Student	46	24	29	1
Housewife	31	56	10	3
Unemployed	41	31	20	8
RELIGION				
Catholic	47	27	25	3
Christian/Protestant	46	24	28	2
Buddhist	33	34	22	11
Other	34	34	32	0
INCOME				
Less than $12,000	40	29	27	4
$12,000 – $18,000	40	32	23	5
$18,000 – $24,000	28	36	33	1
$24,000 or more	31	35	27	7

Chart 58

REFUGEES' WELFARE DEPENDENCY AS RELATED TO LENGTH OF RESIDENCY

Chart 59

POSSIBLE CAUSES OF GOOD THINGS HAPPENING TO FAMILY

"Who or what would cause this to happen?"

	Refugee					Non-Refugee			
	Aggregate (%)	Vietnamese (%)	Laotian (%)	Hmong (%)	Cambodian (%)	Aggregate (%)	Hispanic (%)	Black (%)	Other Caucasian (%)
The Government	39	30	71	66	12	10	14	11	9
Own/Family effort	19	21	10	4	54	34	23	39	36
A job/Working hard	14	18	4	6	4	23	31	29	22
Education	8	8	9	11	4	3	8	7	2
God/Other	7	7	2	6	26	5	5	2	5
Improved economy	0	0	0	0	0	13	9	0	14
No opinion	13	16	4	7	0	12	9	12	12

Households Finances and Welfare Dependency Among Ethnic Groups

Cambodian (This group has a critically heavy dependency on aid.)
- Households That Receive Welfare: 92%
- Households That Receive Food Stamps: 81%
- Annual Household Employment Income: 45% earn less than $12,000
- "America Should Help Refugees More": 60% agree
- "What Can Cause a Good Thing to Happen?" - 10% said government assistance, 46% said self/family effort.
- Total Number in Household: 60% have five or more persons per household.

Laotian
- Households That Receive Welfare: 84%
- Households That Receive Food Stamps: 61%
- Annual Household Employment Income: 83% earn less than $12,000
- "America Should Help Refugees More": 64% agree
- "What Can Cause a Good Thing to Happen?": - 51% said government assistance, 6% said self/family effort.
- Total Number in Household: 70% have five or more occupants.

Lao/Hmong (This group has critically heavy dependency on aid.)
- Households That Receive Welfare: 89%
- Households That Receive Food Stamps: 81%
- Annual Household Employment Income: 83% earn less than $12,000
- "America Should Help Refugees More": 63% agree
- "What Can Cause Good Thing to Happen?" - 60% said government assistance, 4% said self/family effort
- Total Number in Household: 87% have five or more occupants.

Vietnamese
- Households That Receive Welfare: 55%
- Households That Receive Food Stamps: 41%
- Annual Household Employment Income: Highest average among Indochnese ethnic groups **(See Chart 60)**
- "America Should Help More": 72% agree
- "What Can Cause a Good Thing to Happen?": - 16% said government assistance, 18% said self/family effort.
- Total Number in Household: 57% have five or more occupants.

Chart 60

ANNUAL HOUSEHOLD EMPLOYMENT EARNINGS AS RELATED TO ETHNIC GROUP				
	Less than $12,000	$12,000–$18,000	$18,000–$24,000	$24,000 or more
Vietnamese	32	26	17	25
Laotian	83	17	0	0
Lao/Hmong	83	5	8	4
Cambodian	46	54	0	0

GOVERNMENT AID AS RELATED TO ETHNIC GROUP

Chart 61 **VIETNAMESE**

	Welfare	Food Stamps	Basic Grant	Supplemental Security Insurance	Medical Aid
Percentage of Vietnamese who live in households that receive government aid	55	41	15	8	61

Chart 62 **LAOTIAN**

	Welfare	Food Stamps	Basic Grant	Supplemental Security Insurance	Medical Aid
Percentage of Laotians who live in households that receive government aid	84	61	0	2	84

Chart 63 **LAO HMONG**

	Welfare	Food Stamps	Basic Grant	Supplemental Security Insurance	Medical Aid
Percentage of Lao Hmong who live in households that receive government aid	89	81	1	14	89

Chart 64 **CAMBODIAN**

	Welfare	Food Stamps	Basic Grant	Supplemental Security Insurance	Medical Aid
Percentage of Cambodians who live in households that receive government aid	92	88	4	8	94

*Respondent sometimes listed more than one type of aid.

Summary

Sixty-four percent of all Indochinese refugees in Orange County live in households supplemented by welfare. Fifty percent receive food stamps. These figures are based on the percentage of households where at least one occupant receives government assistance.

The average household includes 5.5 persons; the mean number of children is three. More than half of all households earn $1,250 or less monthly employment income. Yet, it is mostly those living with a monthly income of $1,000 or less who receive welfare.

Refugees living in welfare-dependent households are having a hard time making ends meet. A little more than half of all monthly welfare checks are for $600 or less. Food stamps usually are for $200 or less per month.

Employment income is not much higher among refugees living in non-dependent households. Forty-two percent of all annual households incomes are less than $12,000.

It is unclear how refugees feel about receiving welfare. The majority feel that the American government should do more to help the refugees.

Most residents, however, feel that America already has done enough.

Community Tension

Throughout history the acceptance of an ethnic group new to a community has been gradual. Until there is a common language and mutual social grounds to share, the contrasting cultures remain separate and incompatible.

Such cross-cultural encounters are relatively alien to Orange County residents. Until recently, only 15 percent of the population consisted of minorities. By 1980, however, it was unmistakably evident that large numbers of Indochinese had moved into the county. Accompanying that realization was the community's concern for the consequences, followed by false perceptions.

Twice within a period of two years, rumors destructive to the

refugees have risen to epidemic proportions. During 1980, residents were falsely alarmed that large numbers of refugees had active tuberculosis.

In 1981, local taxpayers feared that federal dollars would no longer support the refugee welfare program. Although this never came about, residents thought the major portion of welfare costs estimated as high as $2 million would have to be paid out of County and State budgets.

As a whole, Orange County residents tend to be rather ambivalent toward refugees. Favorable comments outweigh the unfavorable with reference to their job performance, as neighbors, and as members of the community.

Overall, what Americans like most about the immigration of refugees is that the refugees' situation represents the American dedication to helping people in need and seeking freedom. Refugee settlement is perceived positively also because the Indochinese are viewed as being hardworking, basically good and bringing a new culture to Orange County with them.

WHAT NON-REFUGEES LIKE MOST ABOUT REFUGEE RESETTLEMENT

Chart 65

	It's the American Way (%)	Different Culture (%)	Hard Working (%)	Good People (%)	No Objection (%)	General Negative (%)	No Opinion (%)
Aggregate	11	10	9	11	16	35	8
Ethnic Heritage							
Hispanic	6	4	11	21	10	18	20
Black	14	5	5	18	23	18	17
Other/Caucasian	11	11	9	9	15	38	7
City							
Santa Ana	11	10	14	11	18	25	11
Garden Grove	6	9	4	21	16	42	2
Huntington Beach	12	11	6	12	15	44	
Anaheim	7	5	2	9	11	44	22
Age							
18 - 24	11	14	6	16	20	21	12
25 - 34	14	12	8	9	16	31	10
35 - 44	5	12	9	15	15	36	8
45 - 54	6	7	15	8	16	41	7
55 - 64	14	4	6	9	11	49	7
65 and older	14	6	11	10	21	34	4
Education							
Some high school/Less	9	4	5	17	18	26	21
High school graduate	8	8	6	12	15	43	8
Some college/Vocational	14	10	8	12	17	35	4
College graduate	8	13	13	4	14	39	9
Post-graduate	12	22	25	4	10	22	5
Use Public Services							
Yes	9	7	12	14	14	33	11
No	11	11	8	10	[illegible]	36	7

Negative feelings are mostly based on misconceptions. Almost one-third of all respondents mentioned either that refugees take jobs away from other Americans, receive special treatment, or are too dependent on government assistance *(See Chart 66)*. The highest rate of negative comments concerned with refugee resettlement was found among high school graduates. Post-college graduates offered the most favorable opinions.

Chart 65

WHAT ORANGE COUNTY RESIDENTS LIKE LEAST ABOUT REFUGEE RESETTLEMENT IN ORANGE COUNTY

	Percentage who indicated this feeling
That some refugees are unemployed and receiving welfare	31
Get special treatment (low interest loans, special citizenship consideration and extra money)	7
Language Barrier	8
Culture/Manners	17
Overpopulation	8
Health Problem	3
General Negative	2
General Positive	17
No Opinion	7

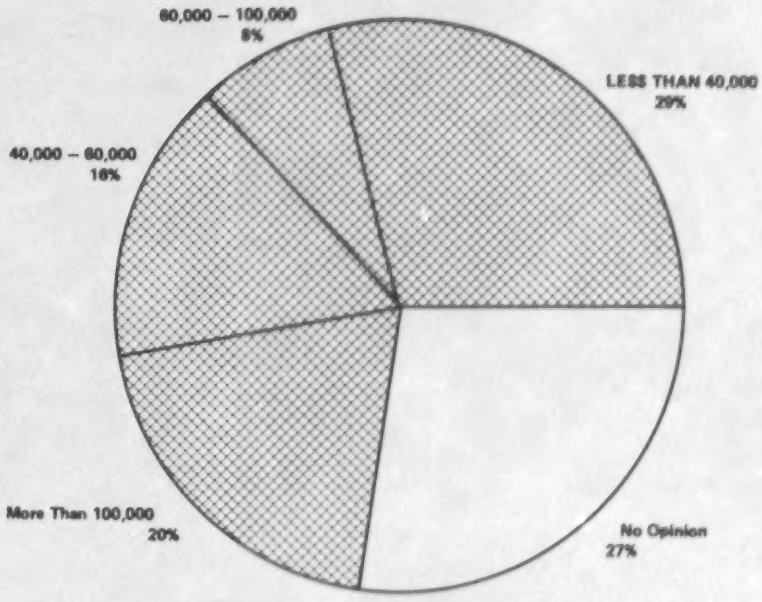
It was hypothesized that Hispanics were more likely than other ethnic groups to have negative feelings, since they would probably be the first to feel displaced by the Indochinese in terms of housing and employment. Research proved otherwise. Throughout the survey Hispanics often expressed more positive views toward refugee resettlement than other Caucasians and Blacks.*

Another hypotheses was that residents have an unrealistic perception of the number of refugees living in Orange County.

*An exception to this conclusion is the finding that Hispanics feel that refugees receive preferential citizenship considerations ***(See Chart 75)***.

This time the supposition was confirmed. Only 16 percent of the residents guessed close to the correct estimate (60,000).

Chart 67



NON-REFUGEES' PERCEPTION OF REFUGEE POPULATION IN ORANGE COUNTY

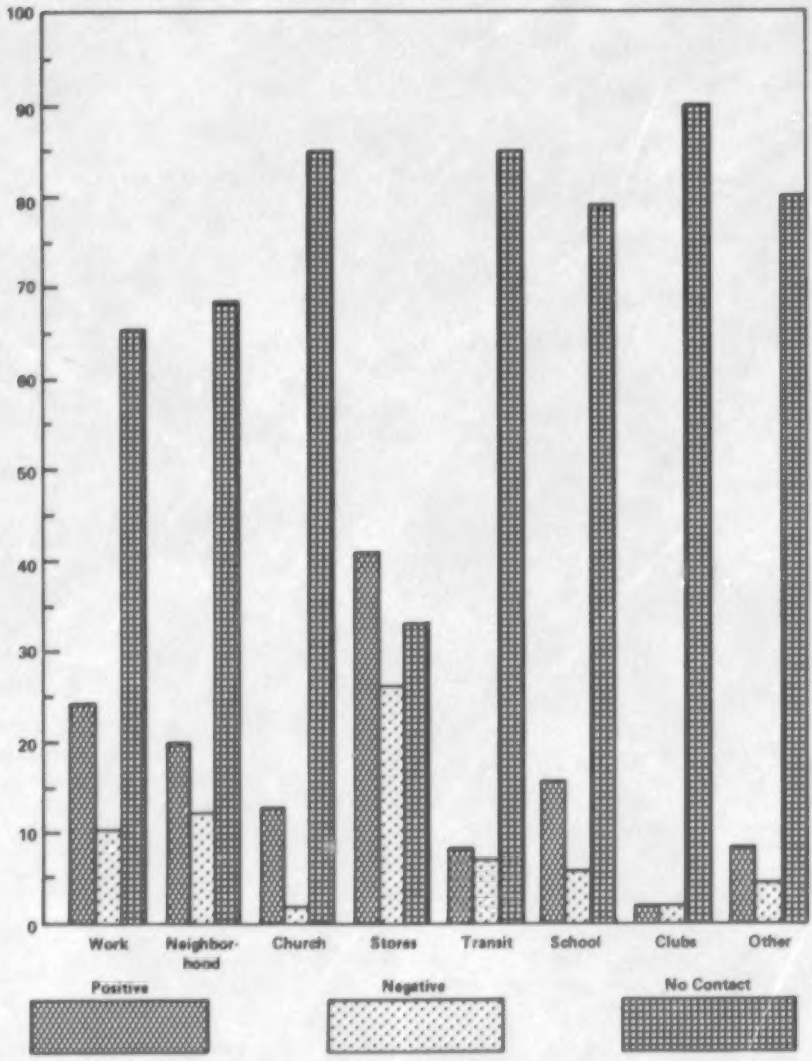
To discover whether perceptions are based on hearsay, the newspapers, or experience, non-refugees were asked if they had any direct contact with a refugee and if so, where.

Only 13 percent of the host population reported having no association of any kind with a refugee. Stores were the most frequently mentioned locations where non-refugees came into contact with refugees. Neighborhoods and work were the next-most frequently mentioned places, followed by schools, public buses and churches.

Chart 68 illustrates the percentage of those who have had positive, negative or no contact with refugees in each location. The most favorable places (i.e., church, school and work) of contact with refugees are also places where people are involved in close or working relationships.

Chart 68

NON-REFUGEE CONTACT WITH REFUGEES AS RELATED TO LOCATION



Contact With Refugees

In neighborhoods and stores, although the ratio is still on the positive side, there is evidence of considerably more negative impressions. When asked whether they found the Indochinese to be friendly or not so friendly neighbors, about four out of ten residents said they found that refugees are not so friendly.

The reasons residents gave for the perceived lack of friendliness are focused on communication. The language barrier, clannishness and the refusal to try to communicate were frequently mentioned **(See Charts 69 and 70).**

Chart 69

REFUGEES AS NEIGHBORS	
"Do you find refugees to be friendly neighbors?"	Percentage
Yes	53
No	41
No opinion	6

Chart 70

WHY REFUGEES ARE PERCEIVED AS UNFRIENDLY	
Views of the non-refugees	Percentage
Language barrier	27
Don't want friends	23
Do not communicate	22
Clannish, stick together	19
Rude	5
Borrowing neighbors	3
No opinion	1
Other	1

Almost one-third of the residents reported mannerisms of the refugees bother them. Asked to identify those mannerisms, respondents' answers centered around rudeness, poor eating habits, lack of modesty or proper hygiene, and lack of fluency in the English language. More than seven respondents in ten said the refugees' ability to speak English is fair or poor. Those respondents whose children play with refugee children were far more likely to say that refugees are doing their best to become integrated into American life.

On-The-Job-Relations

Most residents of Orange County rated the refugees' ability to perform their jobs as excellent or good. The most favorable job ratings were given by Blacks. Other sub-groups which gave favorable ratings include men, youth, the most educated, professionals and those with high financial incomes.

Chart 71

REFUGEE JOB PERFORMANCE RATING	
Ability rating of refugees	Percentage of residents who rated refugees' ability in each category.
Excellent	10
Good	41
Only Fair	27
Poor	6
No opinion	17

ATTITUDES TOWARD REFUGEES AT WORK

Chart 72

	Aggregate (%)	Hispanic (%)	Black (%)	Other Caucasian (%)
"Generally speaking, how well would you say the Indochinese refugees get along with others at work?"				
Very well	21	20	38	21
Fairly well	43	43	38	43
Not too well	25	35	16	24
Not well at all	6	2	8	6
No opinion	5	0	0	6
"How well are you able to communicate with Indochinese co-workers?"				
Very well	11	10	21	11
Fairly well	34	35	50	33
Not too well	34	39	13	33
Not well at all	19	16	17	20
"Do Indochinese refugees associate with most employees, or just with other Indochinese?"				
Most employees	31	14	54	33
Just Indochinese	62	84	46	59
No opinion	7	2	0	8
"From what you have heard and seen, do Indochinese employees advance in their jobs or just remain at the same level?"				
Advance	49	63	62	46
Remain same	38	31	38	40
No opinion	13	6	0	14
"And how would you compare their progress with that of other minorities at work - - do the refugees progress more, about the same, or less than other minorities?				
More progress	43	35	54	43
About the same	39	45	38	39
Less Progress	12	18	8	11
No opinion	6	2	0	7

The refugees are perceived as getting along fairly well with others, despite the overwhelming response that refugees only associate with other refugees. Perhaps, because of the lack of social contact between refugees and non-refugees on the job, some myths have developed.

For example, even though the majority of respondents reported that the refugees are treated like everyone else at work, a significantly large group of respondents believe the refugees receive special treatment. This group is composed largely of women, older persons and the less educated.

The types of preferential treatment cited *(See Chart 73)* include easier work assignments, more training and less demands. In terms of ethnic groups, some Blacks think refugees receive better pay, some Hispanics think the refugees get easier work tasks.

Chart 73

NON-REFUGEES' PERCEPTION OF KINDS OF PREFERENTIAL TREATMENT REFUGEES RECEIVE

	Aggregate	Hispanic	Black	Caucasian/Other
Earlier Promotion	8	11	4	7
Easier Job	30	32	13	30
Better Pay	9	6	33	9
Time off for ESL/Classes	4	4	0	4
Less Demands	17	13	17	18
Other	14	15	8	14
No opinion	5	8	0	5

PREFERENTIAL TREATMENT OF REFUGEES

Chart 74

"Some people feel Indochinese refugees are getting preferential treatment on the job. Others say refugees are treated like everyone else. How about you? Do you think refugees are getting preferential treatment or are treated like anyone else?"

	Preferential Treatment (%)	Like Anyone Else (%)	No Opinion (%)
Aggregate	39	50	11
ETHNIC ORIGIN			
Hispanic	42	54	4
Black	43	53	4
Other/Caucasian	39	49	12
SEX			
Male	34	54	12
Female	45	45	10
AGE			
18 – 24	31	62	7
25 – 34	40	53	7
35 – 44	44	47	9
45 – 54	45	46	9
55 – 64	32	48	20
65 and older	48	32	20
EDUCATION			
Some high school/less	45	44	11
High school graduate	43	51	6
Some college/Vocational	40	52	8
College graduate	35	52	15
Post graduate	22	49	29
OCCUPATION			
Professional	34	50	16
Other white collar	42	52	6
Blue collar	42	54	4
Retired/Other	41	38	21
REFUGEES IN NEIGHBORHOOD			
Yes	51	42	7
No	34	54	13

The Impact in Orange County

Preferential treatment is the central theme of ten myths listed by the Orange County Administrative Office. Five of the myths are believed by more than half of Orange County residents **(See Chart 75).**

Respondents believe refugees get special low-interest rate loans from the government, as well as preferential consideration for housing subsidies. It is also widely believed that refugees get better welfare benefits than other people and special admission to CETA programs. All of these myths are absolutely false.

Chart 75

PREVALENCE OF AGREEMENT WITH TEN MYTHS

	Aggregate (%)	Hispanic (%)	Black (%)	Other Caucasian (%)
Refugees get special low-interest-rate loans from the government to assist them in buying homes and starting businesses.	67	57	84	68
Refugees receive preferential consideration for housing subsidies.	67	64	80	68
Refugees get better welfare benefits than other people.	63	74	71	61
Refugees come into the country with communicable diseases and present a health threat in our communities.	63	54	70	65
Refugees get preferential treatment for admission to CETA programs.	59	59	45	59
Refugees get a break on acquiring citizenship as compared to other groups.	44	67	50	40
Refugees may receive up to $5,000 from the government upon admission to the country.	40	41	41	40
California tries to get more refugees to get additional federal dollars.	37	35	48	37
Refugees have left their countries in order to come to the U.S. and improve their standard of living through our economic and social welfare system.	33	27	39	34
Refugees do not have to pay state or federal taxes.	23	21	41	23

Chart 76

ATTITUDES TOWARD REFUGEES

"Mr. Evans says that refugees have left their countries in order to come to the U.S. and improve their standard of living through our economic and social welfare system."

"Mr. Baker says that refugees have fled their countries to escape persecution or death at great risk to themselves and their families."

	Aggregate (%)	Hispanic (%)	Black (%)	Other Caucasian (%)
Feel strongly like Evans	19	15	23	20
Feel somewhat like Evans	14	12	16	14
Feel somewhat like Baker	27	28	23	26
Feel strongly like Baker	36	38	32	36

At the end of each interview, non-refugee respondents were asked if the resettlement of refugees was an asset or drain on Orange County. More than twice as many residents see resettlement as a drain than as an asset to the county.

Chart 77

NON-REFUGEES' OPINION OF REFUGEE RESETTLEMENT

"When all is said and done, do you see resettlement of refugees in Orange County as an asset or a drain?"	
Opinion	Percentage who voice each opinion
Asset	29
Drain	66
No Opinion	5

Chart 78

OPINION OF REFUGEE RESETTLEMENT AS RELATED TO EDUCATION			
"Do You See Resettlement of Refugees in Orange County As an Asset or a Drain on the County?"			
Educational Level	Asset	Drain	No Opinion
Less than High School	30	60	10
High School Graduate	22	75	3
Some College/Vocational	28	69	3
College Graduate	31	62	7
Post Graduate	54	44	2

Chart 79

OPINION OF REFUGEE RESETTLEMENT AS RELATED TO ETHNIC ORIGIN			
"Do You See Resettlement of Refugees in Orange County As an Asset or a Drain on the County?"			
	Asset	Drain	No Opinion
Hispanic	38	50	12
Black	25	64	11
Other/Caucasian	28	69	3

Chart 80

OPINION OF REFUGEE RESETTLEMENT AS RELATED TO WHETHER NON-REFUGEES RECEIVE PUBLIC AID			
"Do You Think the Refugees are an Asset or a Drain to Orange County?"			
Non-Refugees	Asset	Drain	No Opinion
Residents receiving public aid	27	69	4
Residents who do not receive public aid	31	65	5

Refugee Views on Living in Orange County

Practically all refugees would like to return to their home country to live. They do not consider themselves Americans, even in the hyphenated sense (i.e., Vietnamese-American). Few have applied for U.S. citizenship, although most said that they plan to.

The process of assimilation into a new life is always gradual, but for the Indochinese unfulfilled expectations may have slowed the process even more. Many refugees found American customs to be not only different from what they expected, but difficult to adjust to as well. Too much freedom, racial prejudice and an unfavorable economy are problematic conditions often mentioned by the refugees.

Chart 81

DIFFICULT CUSTOMS FOR REFUGEES

	Percentage of refugees who perceive customs as most difficult
Too much Freedom (relationships, discipline)	19
Hard to Adjust (customs, economy, etc.)	14
Antagonism/Prejudice	9
Food/Dress	9
Lack of Family Unity	8
Fast Life	5
Hard to Communicate	5
No Difficulty/No Opinion	31

LIKE TO LIVE IN HOME COUNTRY

Chart #2

"I would like to return to live in my home country some day."

	Agree Strongly (%)	Agree Somewhat (%)	Disagree Somewhat (%)	Disagree Strongly (%)
Aggregate	71	23	3	3
ETHNIC GROUP				
Vietnamese	68	26	3	3
Laotian	90	10	0	0
Hmong	84	15	1	0
Cambodian	38	44	12	6
HOW LONG IN U.S.				
Less than 1 year	72	21	2	5
1 – 2 years	74	20	4	2
2 – 3 years	73	23	2	2
3 – 5 years	81	17	2	0
5 years or more	67	29	2	2
AGE				
18 – 24	75	19	4	2
25 – 34	71	22	5	2
35 – 44	71	25	0	4
45 – 54	64	33	2	1
55 and older	80	16	1	3
ANNUAL INCOME				
Less than $12,000	75	21	3	1
$12,000 – $18,000	64	31	3	2
$18,000 – $24,000	64	33	0	3
$24,000 or more	67	27	4	2
SEX				
Male	72	24	2	2
Female	74	21	3	2
EDUCATION IN OWN COUNTRY				
Less than high school	81	17	1	1
High school	68	24	4	4
More than high school	59	34	5	2

Chart 83

MAJOR PROBLEMS FOR FAMILY

"What would you say are the major problems that you and your family have to cope with these days? Just call off the numbers that bother you the most. You may name as many or as few as you would like."

	Refugee					Non-Refugee			
	Aggregate (%)	Vietnamese (%)	Laotian (%)	Hmong (%)	Cambodian (%)	Aggregate (%)	Hispanic (%)	Black (%)	Other Caucasian (%)
Coping with food costs	62	79	66	59	73	62	79	66	59
Family back in home country	60	60	65	59	52	N/A	N/A	N/A	N/A
Fear of unemployment	58	53	71	74	52	23	56	30	17
Learning English	56	50	59	86	56	7	37	5	1
Racial prejudice	55	61	43	40	28	17	28	41	14
Meeting bills	48	51	33	43	58	39	49	71	37
Crime in streets	45	41	49	66	18	64	68	59	64
Saving for future	32	26	39	57	48	59	54	59	60
Finding a place to live	31	25	37	61	26	17	35	39	13
Not enough time for interests	30	29	20	40	20	36	29	43	37
Transportation	29	24	27	53	42	13	23	23	11
Medical care costs	24	19	37	41	26	26	49	29	22
Quality medical care	23	19	31	40	28	23	28	18	22
Children too American	23	26	27	8	10	N/A	N/A	N/A	N/A
Cost of education	19	14	31	39	1	16	28	23	14
Deal with family problems	16	16	8	20	22	20	26	20	20
Going through divorce	7	6	16	7	6	5	6	2	5

Judging from the survey's results the refugees may not feel secure living in Orange County. When refugees were given a choice among better jobs, better housing, or police protection, the majority said they prefer better police protection **(See Chart 84).** Considering the crowded housing conditions and the unemployment rate among refugees, the overwhelming preference for police protection is noteworthy.

Refugees were also asked for their preference between having Americans accept them as fellow Americans versus having Americans respect their customs and culture. Half of all refugees would prefer Americans to accept them as fellow Americans, while 40 percent of all refugees would prefer Americans to respect their customs and culture.

ADVICE FOR AMERICANS

Chart 84

"What advice would you give Americans in Orange County?"

	Aggregate (%)	Vietnamese (%)	Laotian (%)	Hmong (%)	Cambodian (%)
"...provide us better jobs, or .....provide us better housing."					
Better jobs	74	67	90	91	78
Better housing	17	21	4	9	22
No opinion	9	12	6	0	0
"...provide us better police protection, or.....provide us better jobs."					
Better police protection	57	63	27	46	56
Better jobs	35	26	69	54	42
No opinion	8	11	4	0	2
".....accept us as fellow Americans, or.....respect our customs and culture."					
Fellow Americans	50	42	80	67	60
Customs and culture	40	45	20	33	38
No opinion	10	13	0	0	2

Summary

The overall opinion of Orange County residents toward refugee resettlement is equivocal. Residents, on one hand, perceive the Indochinese as being hardworking and having high moral standards. On the other, refugees are considered to be a financial liability to the community.

It was speculated that Hispanics would be the most likely group to have negative feelings toward the refugees. On the contrary, Hispanics usually hold more positive feelings than Blacks and Caucasians. The highest rate of negative comments was found among high school graduates, women and the elderly.

Experiences where negative impressions resulted usually were impersonal, brief interactions with refugees. Indications of social acceptance seem to follow a prolonged rather than incidental association.

On the job, most Orange County residents rated the refugees' ability to perform their jobs as excellent or good. Nevertheless, a significant percentage of non-refugees believe preferential treatment is given to the refugees.

The belief that refugees receive preferential treatment not just on the job, but in many situations seems to be the core of resentment toward resettlement. Sixty-seven percent of the non-refugees believe that the government gives refugees low- interest rate loans and preferential consideration for housing subsidies.

Turning to the refugee, virtually all would like to return to their homeland. For many Indochinese, the shock of being forced to leave their country and adjust to a new lifestyle has been overwhelming. As a result, a pervasive feeling of fear and insecurity seems to surround them. The fears that homesickness may never lessen, of not being able to adapt and of not being accepted by the American people may have contributed to their desire for better police protection over better jobs or housing.

Half of all refugees said they would prefer that residents accept them as fellow Americans, over respecting their culture and traditions. At the same time, almost all refugees do not think of themselves as Americans. This apparent contradiction suggests that refugees want to be accepted as fellow Americans not because they consider themselves to be thus, but because they have a deeper need to be accepted.

III. Recommendations

Recommendations

IRPC formed subcommittees representing local private industry, government and education, to study the survey results and to identify challenges posed by the resettlement that haven't been answered. The committees defined the challenges and reviewed local resettlement aid programs already underway in order to recommend new plans of action.*

IRPC is carrying out those recommendations by involving the appropriate community segments in the planning and participation of various projects. As a catalyst, IRPC is able to clarify the role of each sector in converting challenges into resources. Once the programs are in place, the refugees will be able to clearly understand what their part is in assuring that

*Assessment of the programs can be found on pp. 125-138

resettlement in Orange County is an asset to both the refugees and the community.

Recommendations for Involvement by Educators, Communicators and Voluntary Agencies

1. *Expand the volunteer efforts to provide classes at neighborhood sites. By using volunteer systems, women with small children, older adults and others who might otherwise be excluded from attending school could learn English.*

2. *Explore ways to effectively teach language and cultural classes on cable television and radio. The California State Chancellor's Office and International Telephone and Telegraph, Inc. are investigating funding for English language instructional television courses which could be aired on cable circuits. While it is difficult to predict how successful television instruction could be, language is being taught via radio broadcast in Europe and Mexico. Actor Sidney Portier as an immigrant learned English by listening to the radio when he first came to New York.*

3. *Adapt existing English language instructional materials so that job specific vocabulary can be designed and taught to refugees with specific career interests. Vanex materials, developed for use in Europe by the Council for Cultural Cooperation, identifies vocabulary needed to accomplish job tasks, which is translated into English, Spanish and German. Applied to English language instruction, these materials could reduce the amount of time spent learning English before becoming ready for a job.*

4. *Help establish a Business/Education Task Force with an ongoing dialogue for developing mutual instructional goals for persons who are non-English speakers. Educators can define capabilities for teaching language and employers could more clearly define their problems with non-English speaking employees. Educators also can enlist the support of business in playing an advocacy role with the State Legislature for insuring that state educational guidelines and rules are coordinated with local educational needs.*

5. *Promote work-site VESL. This particular program will*

provide the employed refugee with on-the-job English training that is closely related to his occupation. Various programs should be implemented and evaluated in terms of whether they are cost-effective and meet the needs of the companies within a set time frame.

6. *Generate a positive media campaign regarding refugee resettlement. Develop Public Service Announcements and brochures that humanize the refugees' situation in Orange County by explaining Indochinese customs and behaviors. Encourage greater participation by refugees in public speaking engagements that would help educate the community about the Indochinese.*

7. *Provide IRPC survey information regarding non-refugee perceptions of refugees to Indochinese newspapers in order to increase the refugees' understanding of how mannerisms and myths can cause resentment toward refugee resettlement.*

8. *Create a newsletter for refugees to present the negative aspects of welfare dependency, as well as the positive side of being employed. Include IRPC research information that show how Indochinese resettlement is perceived and how those perceptions can be changed.*

Recommendations for Business Involvement

1. *Explore the uses of VESL. This particular program will provide the employed refugee with on-the-job English training that is closely related to his occupation. Various programs should be implemented and evaluated in terms of whether they are cost-effective and meet the needs of the companies within a set time frame.*

2. *Involve companies who hire non-English or limited-English speaking employees in cross-cultural training seminars. This training could help eliminate miscommunication and production losses due to cultural differences. Management personnel, non-native employees and their co-workers could benefit from this education.*

3. *Help establish a Business/Education Task Force with an ongoing dialogue for developing mutual instructional goals*

Specific Recommendations to Reduce Community Tension

ISSUES	TARGET AUDIENCE
1. Unrealistic expectations of refugees.	Indochinese
2. Refugees feel isolated on the job and need more time spent showing them how to do a job.	Personnel representatives from business and industry Chamber of Commerce
3. Indochinese difficulty in learning the English language	Indochinese
4. Disinterest in identifying with Americans.	Indochinese
5. Refugees are concerned about better police protection.	Indochinese
6. Government dependency is indicated by refugee perception that government is primarily responsible for causing good things to happen	Indochinese
7. Two thirds of Orange County residents see refugees as a drain.	Public-at-large Employers
8. Refugees are often viewed negatively.	Public-at-large; Employers
9. A large number of negative myths exist and are believed to be true by 65% of county residents.	Indochinese
10. A source of irritation to Americans is the refugee's lack of English fluency.	Public-at-large
11. Refugees are perceived as rude and pushy in stores and neighborhoods.	Indochinese
12. Irritating mannerism of refugees are rudeness, eating habits, hygiene & modesty.	Public-at-large
13. Employers think refugees job hop.	Personnel Representatives
14. At work, refugees are viewed as clannish.	Indochinese Groups Training Refugees for Jobs.
15. Employers view refugees as having unusually high expectations for advancement.	Indochinese
16. A third of employees see refugees as not getting along well at work.	Indochinese

METHOD
Address the expectations through articles in Vietnamese Newspaper/brochures
Conduct management seminars/workshops. Publish brochure for professional personnel organizations: PMA, IABC, ASPA, etc. to increase personnel managers' understanding of refugee population.
A Function of Time
Articles on importance of showing appreciation to your host country placed in Asian newspapers. Articles on winning acceptance from Americans and reducing community tension.
Distribute the Task Force On Police Asian Relations (TOPAR) training films to: • Cable T.V. Stations • Vietnamese Doctor and Dentist waiting rooms • Refugee Community Centers and Churches
Reinforce and encourage the refugees' entrepreneur spirit by assisting Indochinese self-help groups.
Organize a Speaker's Bureau that would feature refugees and service providers who work with refugees.
Generate positive press with Public Service Announcements.
Inform the Indochinese Press on American attitudes about myths concerning Indochinese.
A Function of Time.
Write informational pieces on cross cultural values and communication and who has the responsibility for change to be submitted to the Indochinese press.
Conduct management seminars that would include addressing this issue.
Conduct management seminars/workshops. Publish brochure for professional personnel organizations: PMA, IABC, ASPA, etc. to increase personnel managers' understanding of refugee population.
Write press releases addressing this issue, to be submitted to Indochinese press.
Address this issue in employment, training and orientation.
Write articles on the reality and work involved in achieving the "American Dream," to be submitted to Indochinese press.
Develop/brochure for Indochinese on "How to get ahead on the job"

for persons who are non-English speakers. Educators can define capabilities for teaching language and employers could more clearly define their problems with non-English speaking employees. Educators also can enlist the support of business in playing an advocacy role with the State Legislature for insuring that state educational guidelines and rules are coordinated with local educational needs.

4. *Provide technical and financial assistance to Indochinese self-help groups attempting to learn technical job skills. For example, the American Electronics Association has agreed to donate equipment and provide actual training to a group interested in learning electronics.*

5. *Help increase employer awareness of the refugee labor force that can be matched with Orange County job market needs. Develop management seminars that will educate employers on cultural differences among ethnic groups. can cause misunderstanding and production losses.*

6. *Help develop a resource list of agencies providing refugee job placement services to be used as a reference for employers. Also, define current and future job market needs. These needs can then be communicated to employment service providers to help them make counseling decision about employment alternatives for refugees.*

7. *Organize a task force to review government regulations that affect refugee self-sufficiency. Lobby for a change in government aid regulations that inhibit rather than promote economic self-sufficiency.*

8. *Help write and distribute brochures to professional personnel organizations in order to help personnel managers become more aware of communication differences, particularly non-verbal, among ethnic groups.*

9. *Co-author a Do's and Dont's brochure for the refugee community that will explain business customs, as well as on-the-job behavior expected of all employees.*

IV. A Look Into The Future

A Look Into The Future

"I like the dreams of the future
better than the history of the past"
Thomas Jefferson, 1816, in a letter to John Adams.

Seven years have passed since the first Indochinese refugees were flown into the United States. From the onset, refugee officials could not begin to predict the outcome of trying to settle this diverse population into American society. To place the situation into understandable terms, reverse the situation and imagine what it would take for an American to adjust to an entirely new life.

Imagine being airlifted overnight to a small Indochinese village where the language is based on an entirely different

phonetic and structural system. On a personal level, imagine the American rituals that would seem out of place. For example, in the United States one way of honoring the dead is to place flowers on a grave site. The Vietnamese tradition would dictate an exhumation ceremony on the third anniversary of a person's death. The remains of the body would be cleaned with rice wine and stored in a small pottery jar to be buried again.*

Socially, an American might feel torn between two countries for a long time. He might be preoccupied with what is happening in the United States and to relatives and friends left behind, but also driven to win the acceptance of his new neighbors. The American might be considered rude because he looks people straight in the eyes, slaps them on the back, or speaks frankly. Nevermind that most of the villagers may not understand why he was transported to their village in the first place.

Most importantly, the American would have to learn some way to earn his keep, preferably in a way that would bring him the same gratification and prestige enjoyed in the United States. (A businessman's position is low in the Indochinese caste system.) Most job skills that require the knowledge of modern technology would be useless.

One might be able to sense the difficulty Indochinese refugees face in trying to adjust. Yet, because the Indochinese are hardworking, resourceful and determined to receive an education, their future in Orange County has always looked bright. Indeed, many of the first refugees have been able to achieve professional and scholarly goals that have surpassed even the most optimistic expectations.

The venture of settling refugees is far from over, however. The study results indicate resettlement complications that need to be worked out, especially in the area of employment. The involvement of the community, which includes private industry, can help assure that the refugees become productive and accepted.

With the community's participation, IRPC intends to accomplish ten goals by April 1984, that will meet the challenges for a successful resettlement. They are:

1. Companies will be well informed of a refugee labor force available for employment.

*John Vandeusen, Cynthis Coleman, et al, "Southeast Asian Social and Cultural Customs," *Journal of Refugee Resettlement, I, No. 1* (Dec. 1980), P. 30.

2. Companies and language instructors will have specific IRPC guidelines on how to develop jobsite language training programs.

3. Several company representatives will have the knowledge to recognize and manage cross-cultural differences among employees.

4. Relationships established by IRPC between private industry and refugee self-help groups organized to seek technical assistance and job training will continue.

5. Refugees will have a greater understanding of what is expected of them by employers. This added knowledge can help the refugee compete equally in finding a job and winning promotions.

6. Through information made available by the IRPC newsletter refugees may be able to adapt more easily to American living than did previous immigrants.

7. Through learning fund-raising techniques, refugee self-help organizations will be less dependent on government for financial support.

8. Overall understanding of refugee resettlement will increase as a result of a better informed community.

9. Welfare dependency among refugees will decrease as a result of IRPC's refugee employment plans.

10. IRPC's completed program will be ready for use as a reference throughout the country for those aiding other refugee, or "hard to employ" groups.

The community can choose to ignore the potential of the Indochinese and hope that they will continue to resettle with some success in Orange County. To base the future on past efforts and accomplishments though, would be to assume that all of the refugees who arrived in 1975 are now working and have been able to successfully reshape their destinies. One would also have to assume that the more recently arrived refugees have the same language and job skills of the first group. The study has shown otherwise.

Facts have also shown that as the United States languishes in

its third recession in 10 years and seems incapable of competing with the Japanese, half a million resourceful and bold refugees have fled to the United States. The entrepreneurial spirit and belief in the free enterprise system that the Indochinese bring with them are exactly the characteristics that have long given America its competitive advantage.

On a local scale, Orange County is at a critical juncture. With limited affordable housing, many companies are having a difficult time trying to recruit technical and professional employees to meet their labor demands. To attract and keep industry from moving elsewhere, Orange County needs to develop the available manpower already living here, which includes the Indochinese refugees.

With a new perspective toward the refugees, Orange County businessmen and residents can recognize opportunities disguised as challenges. Seven years could seem like a long time resettling, or a beginning of something great.

Community Tension - Crime

(Lt. Jack Bassett, Commander of General Investigations, Santa Ana Police Department.)

"Five years ago the biggest problem facing the Indochinese refugee was social assimilation. We were more concerned over whether they could understand traffic signals, be able to judge the speed of cars, or understand property rights.

"At that time we had a lot of complaints from people in the community, but I felt that the Southeast Asians would successfully adjust as other minority groups had adjusted.

"Today, socially I think the Southeast Asians have made the adjustment. Community tension is not like it used to be. I think the schools are the true barometers of this. Not only are the Indochinese getting high grades, but also doubling and tripling their enrollment in schools and universities. I think this is a sign that the Indochinese are high achievers.

"While the Indochinese have quickly adapted to their new lifestyle, the crime subculture, that is present in all nationalities has accelerated accordingly. I've seen an increase in homicides and extortion. Gangs, not juvenile criminals, but organized crime rings involved in protection rackets have grown by leaps and bounds and may spread outside of the Indochinese community. Already, they are becoming politically motivated.

"In the future, the Orange County political leadership should be aware of the criminal affiliation among the Indochinese. For example, let's say an elected official unknowingly attends a public gathering with an Indochinese gang member. In the eyes of the Indochinese refugee, when criminals are seen in pbulic with American political leaders the criminals look powerful.

"We want to topple the strength of organized crime and make legitimate leadership more powerful. Political leadership should legitimize the people who are making an honest attempt to settle in the United States. They should be more aware of refugee support bases in order not to give strength to criminals."

(It should be noted that while Bassett is concerned over the spread of organized crime within the Indochinese community, he is quick to point out that on the whole, the Indochinese are accountable for very little of the crime activity in Santa Ana. In 1980, for example, there were 84 arrests with Indochinese surnames. Only four involved felony crimes. The other 80 offenses were for minor infractions such as petty theft.)

Community Tensions - Business

Tim O'Donnell - City of Garden Grove, Human Services Department.

"Five years ago the community tension that exists today was not evident. However, it has only been within the last few years that the presence of the Indochinese in Orange County has really become visible.

"A lot of resentment has surfaced because Indochinese businesses have survived where American businesses could not. The Indochinese may have a higher success rate due to their family participation in running a business.

"Perhaps because of their success, a lot of new myths regarding Indochinese businesses have developed. A major one is that the Indochinese are buying up business centers and pushing the Americans out by raising the rent.

"During the next five to ten years the toleration level of the host population can be raised, but acceptance will remain low. Succeeding generations will have a greater acceptance of the Indochinese as they westernize.

"There needs to be a concentrated effort to educate the host population. We are expending a lot of energy helping the Indochinese. They're doing okay. Now, let's concentrate on the Americans. Through public awareness forums and the media, newly emerging myths can be diminished before they can take hold in the community."

Welfare Dependency, Adjustment

Dolores E. Churchill - Deputy Assistant Director, Orange County Social Services Agency

"In five to ten years, I see those refugees who had a prior grasp of some English communication and American ways, and who were from an educated or entrepreneurial class, as becoming a part of the American middle class. They will have a solid foothold on society, moving along with the economy, and will be able to absorb American values. This group is not likely to remain on welfare for a long period of time.

"Five years will not be enough time for those refugees coming from rural, village backgrounds. Because refugees of the peasant farmer class hold on to traditional values firmly and are less willing to make adjustments, they have more hurdles to overcome. The biggest hurdle, of course, is adjusting to American society. They resist and even fight becoming acculturated. Here there will probably be more generational gaps between the older family members and the young.

"Another obstacle is the language barrier. Refugees who came to the United States after 1977, will take longer to get a handle on English communication. The reason is not just because English is difficult, but because these people as a group tend not to reach out beyond their households. They'll shop only where they can speak their native language. It's that provincial approach that keeps them from practicing English.

"For these reasons, the later arriving refugees have a greater tendency to collect Aid to Families With Dependent Children, than the earlier refugees.

"On the other hand, very few single refugees from either group receive general relief when their 18 month refugee cash assistance expires. The fact that less than 10 percent follow through with qualifying for relief may be due to the requirement of being available for full-time work. Many of these refugees are not available for work because they are students in college or vocational training.

"Both the early and late arrivals eventually will reach the middle class because they are careful with their expenses and place great importance on education. Throughout Indochina, education was a privilege, not a right.

"With the help of education, the Indochinese will continue their tradition in private business and in the technological fields. Their talents and attitude toward painstaking labor seems to have made them perfect employees for the computer age. Relatively few Indochinese will pursue careers in human or social sciences.

"Right now, and for the next five years we need to concentrate on programs that are specifically designed to assist refugees in finding work. You not only need counselors who can speak the languages of the Indochinese, but also someone who can prepare the employer for the cultural differences.

"Employment opportunities are fewer today for everyone. Direct contact with employers must be made to assist the Indochinese in finding employment in unfamiliar territory."

(During early 1981, an Employment Services unit was formed in the Orange County Social Services Department in order to place refugees in jobs. Ms. Churchill noted the success of the job-finding network in the placement of 1,207 refugees within one year.)

Federal Perspective of Future Indochinese Resettlement

Dave Pierce, U.S. Foreign Service Officer

"Provided there are no major legislative or other changes, the 1983 refugee admissions level will be lower than that of fiscal year 1982. The quota for the Indochinese will probably be about 70 percent of the 100,000 limit set in 1982. Over the next few years, the resettlement numbers should continue to drop, in the nation as well as in Orange

County.

"Voluntary agencies (VOLAGS), who resettle refugees under contract with the U.S. State Department, are aware that Orange County already has a large concentration of Indochinese refugees. For this reason, they now only resettle in Orange County those refugees with families already in this area. However, substantial "secondary migration" of refugees into Orange County from other counties and states will probably continue throughout the next few years.

"Neither the Voluntary Agencies, nor government agencies have any control over where refugees move once they are initially resettled in the United States. Most will be attracted by the benign climate, job education opportunities, and the existing large Indochinese and other Asian communities. Other Asians are migrating to Orange County as well. For example, the new business along Bolsa Avenue represent investments made by Koreans, Chinese and others, as well as the Indochinese.

"In light of the impact, Orange County's relative warmth and hospitality in trying to help refugees make the adjustment to American ways continue to amaze resettlement officials. Orange County seems to be more tolerant than other areas, perhaps because of its wealth and a strong demand for labor. Also, the commitment of refugees and other immigrants, even undocumented ones, to a strong work ethic blends well with the free enterprise system.

"As an outsider I'm reluctant to make judgements about how Orange County has changed during the last seven years. However, a reading of the *Register* newspaper clip file shows an increasing acceptance of the Indochinese as part of the Orange County community. Discussion now seems less emotional and more objective than in the past. If newspapers are an accurate reflection of the community, then there's more of a sense of the definition of the community as an ethnically diverse place.

"I do foresee a problem that could come about with the Congressional passage of the Immigration Reform and Control Act of 1982, also known as the Simpson/Mazzoli bill.

If the bill is passed, virtually all undocumented aliens who have been in the United States since January 1, 1980, could qualify for legal status, and eventually U.S. citizenship.

"When undocumented aliens become legal residents their families are likely to come here. There could be direct confrontations over housing as a result. Affordable housing is in extremely short supply, and will probably remain so for the two or three years it will take to respond to this strong demand for moderate cost housing.

"We need to start talking about this transition situation of very limited lower cost housing now, to see what we can do to head off problems in the future. By getting the leadership of these and other affected groups together, their concerns can be dealt with at a community level.

"From a business perspective the Indochinese already are making a major economic contribution to Orange County, just as other immigrants have. They seem to be learning our American way of doing things very rapidly. For this reason, I would expect their participation in the business community to continue to grow substantially."

V. Special Material

Glossary of Terms

ABE - Adult Basic Education

ADA - Average Daily Attendance

Adult Education - Community based education directed toward adults

AFDC - Aid to Families with Dependent Children

Basic Grant Check - See BEOG

BEOG - Basic Education Opportunity Grant

CAO - County Administrative Office

CBO - Community Based Organization

CETA - Comprehensive Employment and Training Act

Competency Based - Education based on measurable objectives

DMI - Decision Making Information

ESL - English as a Second Language

Food Stamps - Government aid to purchase food

HHS - Department of Health and Human Services (Federal)

Immigrant - Person who freely leaves his own country to reside in another, through designated legal procedures.

L.A.C./S.A.C. - Learning and Assessment Center/Santa Ana College

Laotians - People born in the lowlands of Laos

Lao/Hmong - A mountain tribe of Laos, very successful livestock breeders and farmers - "Hmong" means "free man."

LES/NES - Limited English Speaker/Non-English Speaker

NOCCCD - North Orange County Community College District

OIC - Occupational Industrial Center

RSCCD - Rancho Santiago Community College District

ROP - Regional Occupation Program

St. Anselm's - Saint Anselm's Immigrant and Refugee Community Center in Garden Grove

SSI - Supplemental Security Income (for aged, blind or disabled persons)

VOC. POP. - Vocational Population (population receiving vocational training)

Assessment Matrices

Assessment of Current Resettlement and Programs

Employment

Because the IRPC Employment Subcommittee is especially interested in using vocational training programs as a means to reduce unemployment, the group specifically examined the entrance requirements for local vocational training programs, the types of programs available, job placement activities within the programs and how they are funded.

It was discovered that the ability to speak and read English is an entrance requirement for most of the programs. Since a large

percentage of the refugees have language problems, they are excluded from these projects.

It also was found that more than half of all vocational training is being done at the community college level in programs not designed to train persons for a job in a short period of time. The types of vocational courses typically offered include dental technology, cosmetology and drafting. Of the programs established to train students over a short period of time, fields of study include electronics assembly and machine shop work.

Chart 86

LOCAL VOCATIONAL TRAINING PROGRAMS

JANUARY 1982

Group	Student Hisp/Indo		English Required	Evening Class	Job Finding	Type Of Placement	Best Type Of Placement	Job W/I 3 Mos.	% Hired In Area Trained	Source Of Funds	Type Of Program
Community College											
Golden West											
Total Pop.	1,435	600	Yes	Yes	Yes	Direct	UNK	UNK	UNK	Federal Project	General
Voc. Pop.	500	200								State ADA	
Rancho Santiago											
Total Pop.	7,436	3,967	Yes	Yes	Yes	a,b,c,d	a	80%+	100%	State ADA	Electronic Assembly Electronic Technology Health Related Services Business Skills And Technology
Voc. Pop.	3,487	883									
Rancho Santiago Cont. Ed – Orange			No	Yes (academic)	No	N/A	N/A	N/A	N/A	State ADA	General
Total Pop.	200	700									
Voc. Pop.	200	700									
Coastline Community College											
Total Pop.	1,550	150	Yes	Yes	No	N/A	N/A	N/A	N/A	State ADA	General
Voc. Pop.	200	20									

NOTE: Type of placement code
a = direct (job development/teacher)
b = referral to placement agency
c = job search workshops
d = career center

UNK = Unknown
NA = Not applicable or available

Chart 67

LOCAL VOCATIONAL TRAINING PROGRAMS

JANUARY 1982

Group	Student Hisp/Indo		English Required	Evening Class	Job Finding	Type Of Placement	Best Type Of Placement	Job W/I 3 Mos.	% Hired In Area Trained	Source Of Funds	Type Of Program
Community Colleges Cont.											
Orange Coast College											
Total Pop.	1,419	1,287	Yes	Yes	Yes	a,c,d	d,a	UNK	56%	Federal State ADA County	General
Voc. Pop.	705	1,287									
Saddleback North											
Total Pop.	50	200	Yes	No	Yes	d	UNK	UNK	UNK	State ADA	General
Voc. Pop.	50	200				d	UNK	UNK	UNK	State ADA	
ROP											
Laguna											
Total Pop.	72	4	Yes	Yes	Yes	a	UNK	2%	UNK	State ADA County ADA	General
Voc. Pop.	72	4									
Coastline											
Total Pop.	130	130	Yes	Yes	No	N/A	N/A	N/A	N/A	State ADA	General
Voc. Pop.	130	130									
North O.C.											
Total Pop.	1,571	859	Yes	Yes	Yes	a	a,c	UNK	26%	Federal State ADA	General Electronic Assembly Electronic Technology Machine Shop
Voc. Pop.	1,571	859									
Central O.C.											
Total Pop.	?	2,350	Yes	Yes	Yes	a	a	UNK	UNK	State ADA	General
Voc. Pop.	?	2,350									Electronic Assembly

UNK = Unknown NA = Not applicable or avilable

LOCAL VOCATIONAL TRAINING PROGRAMS

Chart 88

AS OF JANUARY 1982

Group	Student Hisp/Indo		English Required	Evening Class	Job Finding	Type Of Placement	Best Type Of Placement	Job W/I 3 Mos.	% Hired In Area Trained	Source Of Funds	Type Of Program
Adult Ed.											
Saddleback Valley Unified											
Total Pop.	90	105	No voc.	N/A	N/A	N/A	N/A	N/A	N/A	State ADA	N/A
Voc. Pop.	90	105	Training Provided								
Huntington Beach Union											
Total Pop.	190	570	No voc.	N/A	N/A	N/A	N/A	N/A	N/A	State ADA Federal	N/A
Voc. Pop.	190	570	Training Provided								
Newport Mesa											
Total Pop.	400	687	No voc.	N/A	N/A	N/A	N/A	N/A	N/A	State ADA	Lab Training
Voc. Pop.	400	687	Training Provided								
Capistrano											
Total Pop.	300	50	Yes	Yes	No	N/A	N/A	N/A	N/A	State Federal Project	N/A
Voc. Pop.	10	5									

NOTE: Type of placement code a = direct (job development/teacher) c = job search workshops
b = referral to placement agency d = career center

UNK = Unknown
NA = Not applicable or available

Chart 89

LOCAL VOCATIONAL TRAINING PROGRAMS

Group	Student Hisp/Indo		English Required	Evening Class	Job Finding	Type Of Placement	Best Type Of Placement	Job W/I 3 Mos.	% Hired In Area Trained	Source Of Funds	Type Of Program
Private/Non-Profit											
SER											
Total Pop.	249	42	Yes	No	Yes	a	a	68%	100%	Federal	Elecrtonic Assembly
Voc. Pop.	249	42								State ADA	Electronic Technology
										Private	Cerical
OIC											
Total Pop.	13	16	Yes	No	Yes	a	a	25%	100%	Federal	Electronic Assembly
Volume Pop.											Welding
CET	30	85	No	No	Yes	a	a	60%	100%	Federal	Electronic Assembly
	30	85								Private	Electronic Technology
											Drafting
											Machine Shop
											Shipping/Receiving
											Custodial/Building
											Maintenance

NOTE: Type of placement code a = direct (job development/teacher) c = job search workshops
b = referral to placement agency d = career center

UNK = Unknown
NA = Not applicable or available

Education

The Indochinese refugees' greatest resettlement problem is their inability to communicate in English. This disadvantage not only isolates the Indochinese from the non-Asian community, but also drastically reduces their ability to find and keep jobs.

In light of these needs, the Education Subcommittee reviewed types of English programs offered to refugees in Orange County. As of March 1982, an estimated 18,000 students were enrolled in English language classes throughout the county. Sixty percent of the students were Indochinese.

In the past, language classes were added in response to demand. Due to reduced government funding, however, the committee found that the limited number of classes currently offered do not meet the community's needs. Waiting lists range between 20 to 160 people, according to language program instructors.

It was also discovered that few of the language classes have a direct link to employment. It should be noted, however, that there is a statewide trend toward language training that is more responsive to employment needs. The committee concurs with this focus.

Chart 90

LOCAL VOCATIONAL ENGLISH AS A SECOND LANGUAGE — PROGRAMS —

JANUARY 1982

Types of VESL	Adult Education	Community Colleges	Non-Profits	Private
Pre-Vocational VESL General Vocational English with Living Skills, Interviewing Techniques & Job Related Terms	**Huntington Beach Adult School Refugee Project*** **RSCCD-Valley High School** **NOCCCD Adult School** • Fullerton College & Anaheim also introduce specific ESL vocational terms for machine shop, electronics, survival skills & job search • Fullerton • Fremont High School-also has prevocational ESL units for Machine Shop and Business/ Financial	**RSCCD Refugee Projects***	**Lao Family, Inc.**	**None**
VESL-Training Linked Teaches Language Specific to Job/ Occupation & Linked Directly to a Training Class	**RSCCD Adult Schools** • Weber-ESL linked to Automotive Program • Valley-ESL linked with welding • Maywood-ESL linked to Auto-Mechanics (2 to 3 hrs. a week for all three sites) **Garden Grove Adult School** • Lincoln Campus-Welding, Computer Tech/Data Entry/ Business Office 4 hrs daily training linked to 3 to 3½ hrs. VESL daily. • Chapman Campus-Medical Ass't, begins 2/10/82	**RSCCD/OIC** VESL linked to Welding and Electronic Assembly 6 hrs. a week concurrent with training **RSCCD Refugee Project*** • Business Skills & Technology, pharmacy, electronic assembly technician, & nursing assistant • Automotive VESL at CCROP 5 to 10 Hrs. per week • Doctor Hospital & Riverview Hospital on site training 18-30 hrs. with 8-10 hrs. VESL at RSCCD Campus	**Lao Family, Inc.*** Electronic Assembly 3 Hrs. VESL daily training daily for 6 weeks **Center for Employment Training (CET)** Electronic Assembly/Technician Custodial, Drafting, and Machine Shop. 2 hrs. VESL (daily average) 6 hrs. training daily	**The Study Institute** ESL linked to TOEFL (English Exam) for engineers, doctors, pharmacists applying for professional license 2 hrs. for 3 weeks, 6 weeks, per semester

Chart 91

LOCAL VOCATIONAL ENGLISH AS A SECOND LANGUAGE
— PROGRAMS —

JANUARY 1982

Types of VESL	Adult Education	Community Colleges	Non-Profits	Privats
Work-Site VESL Teaches the Language Specific to an Occupation and is Provided at the Work-Site	None	**Saddleback/North** • Edwards Laboratory Medical Laboratory vocahulary 16 days, 3 days 2 hrs. 50 students cost: $5,000 to the employer Contract Education • Basics Four Computer Tech. Terminology 16 weeks, 3 days, 3 hrs. 40 students cost: $5,000 through Contract Education **Coastline College** **Language Learning Institute** • IT, Cannon-Fall '81 only electronic assemblers 1 day, 3 hrs. one semester 5-20 students open entry/ open exit cost: $450, State ADA	**Orange County Literacy Council** • Anaheim Citrus Products 6 hrs. a week, 5 weeks one class for 24 Hispanics cost: free of charge.	**Florence Young Enterprises** • Hines Nursery- level I, II for Hispanics 10 weeks, 4 hrs. a day twice a week 25 students cost to employer: $2,500 • Smith Tools 1½ hrs. a week, once a week two classes for 20 students cost to employer: $2,500

*Refugee Specific Project

Welfare Dependency

There is a concern over the opinion of some persons who work with refugees that government aid is being used as investment capital or to pay educational costs. There is no conclusive evidence to support this opinion.

It is clear, however, that the dependency on governmental aid by the Indochinese is very high. The study also discloses that a significant percentage of Indochinese refugees perceive government as being responsible for making good things happen.

Community Tension

The survey demonstrates that community tension seems to revolve around myths that create negative impressions. Tension is also caused by cultural differences that affect communication and behavior.

The Community Tension Subcommittee contacted many agencies to discover what was being done to offset negative perceptions. Among those contacted were county officials, church groups, voluntary resettlement agencies, public television, the Refugee Forum of Orange County and other groups that assist refugees.

The committee found that different methods used to acclimate refugees in the county and to acquaint the host community with the refugees have been effective, but are limited by time and resources. Little is done to involve the refugee's participation in improving his image.

Efforts to Reduce Community Tension *(As of March 1982)*

National/State

Center for Applied Linguistics, Washington, D.C.

- Produced orientation films on cross-cultural living skills for Indochinese refugees. (Spring-Summer 1981)

Chinatown Resources Development Center, San Francisco, Ca.

- Provided cultural awarness training project for educators and employers. (September 1981 - July 1982)

U.S. Department of Justice

- Provides training for local organizations in diffusing community tensions through a San Francisco-based community relations service officer. (Ongoing)

County

Catholic Immigration and Resettlement Agency

- Organized speakers bureau of 28 volunteers to explain refugee resettlement. (April 1981 - Ongoing)

Consortium Cities of Orange County

- Requested U.S. State Department consultant, now outstationed in Orange County to study impact of refugees. (1981 - Ongoing)

Diocese of Orange

- Hosted press luncheon to promote positive aspects of refugee resettlement. (Fall 1981)
- Published article in the Diocesan Bulletin on refugee resettlement efforts. (January 1982)
- Featured Vietnamese music and food exhibits at Mardi Gras festival where 1,500 attended. (February 1982)

Immigrant and Refugee Planning Center

- Enlisted television cable company assistance for the production of police training video tapes. Tapes deal specifically with Indochinese culture. (Spring 1981)
- Enlisted support from cable company in producing and airing a program addressing refugee-related myths. (Fall 1981)

- Established a Community Tension Reduction Committee to develop projects that would address tension issues. (December 1981 - Ongoing)
- Acts as a consultant on refugee issues for a local PBS television station. (Fall 1981 - Ongoing)

International Rescue Committee

- Acts as a consultant to Westminster High School's community tension issues program. (Fall 1981 - Ongoing)
- Provided in-home instruction on American living skills for refugees in Santa Ana and Huntington Beach. (December 1981 - January 1982)
- Hosted one-day cross-cultural workshops for teachers in Huntington Beach and Garden Grove. (Fall 1981)

KOCE-TV, Channel 50 (PBS)

- Co-produced and aired *No More Mountains* (August 1981), produced and aired *Sweet Land of Liberty* (November 1981), and features refugee issues on *Voter's Pipeline* talkshow. (Ongoing)

Lao Family, Inc.

- Discusses current tension issues at monthly agency board meetings. Average attendance includes 500 Laotians. (Ongoing)
- Organized a network of neighborhood groups who assist police in communicating with Indochinese. (Ongoing)
- Participated in Santa Ana mayor's Round Table Talks on community tension issues. (Spring 1981)

Orange County Board of Education

- Provided cross-cultural training for teachers in all O.C. school districts. (September 1980 - June 1982)

Orange County Board of Supervisors

- Released information about refugee myths that was published in the *Los Angeles Times* newspaper. (June 1981)
- Ad-hoc Refugee Affairs Management Team completed a county plan for refugee resettlement. (April 1981 - January 1982)

Orange County Human Relations Commission

- Helped organize Task Force on Police/Asian Relations. (November 1980)
- Developed impact report on Indochinese refugees in Orange County. (January 1981)
- Mediated discussions concerning racial tensions at Cook Elementary School, Garden Grove. (Winter 1981)
- Participated in the Buena Park Coalition for Cross-Cultural Exchange. Organization promotes acceptance of different cultural customs. (Ongoing)

Orange County Human Service Agency

- Information and Referral Unit gave community presentations on refugee resettlement. (March 1978 - October 1981)
- Health Department provides monthly health education programs. Average attendance includes 20-80 refugees. (Ongoing)

Refugee Forum of Orange County

- Co-hosted conference for educators and parents to dispell refugee-tuberculosis myth. Co-hosts were HSA/Health Department and the Health Planning Council. (Fall 1979)
- Sponsored cultural awareness program for 300 teachers. (May 1980)
- Commissioned the play, *Grandfather, Who Am I?*, about cultural conflicts due to resettlement. (October 1981 - available for bookings)

St. Anselm's Episcopal Church (through Church World Service and Presiding Bishop Fund)

- Requested an O.C. Housing and Community Development specialist who mediated landlord/refugee disputes. (August 1981 - March 1982)

Vietnamese Chamber of Commerce

- Counsels refugees on American business licensing practices. (Ongoing)

Vietnamese League of Orange County, Inc.

- Provides counseling on housing rights and laws. (January 1982 - Ongoing)

City (See Charts 94 and 95).

CITY EFFORTS TO REDUCE COMMUNITY TENSION

CITY	EDUCATION	PUBLIC/PRIVATE AGENCIES	ELECTED OFFICIALS	OTHER
Anaheim		No Identified Negative Impact		
Costa Mesa		No Identified Negative Impact		• St. John's Catholic Church organized a Vietnamese Self-Help group that assists in resettling new refugees. (Ongoing)
Garden Grove		• The Department of Human Service can make tapes of the KNBC news special on "Indochinese refugees in Orange County" available for public viewing. • St. Anselm's Immigrant and Refugee Center provides cross-cultural sharing for Senior Citizens and acts as an intermediate between refugees and general service providers such as police and educators. (Ongoing)	• The City Council and Mayor co-sponsored a Cultural Awareness Forum for business and community leaders in order to clarify issues related to refugee resettlement (November 1980)	
Huntington Beach	• Oakview School provides aides who mediate problems based on cultural differences. • Cross-cultural studies integrated into curriculum at Oakview School.			
Santa Ana	• Santa Ana Unified School District bi-lingual program contracted an Indochinese education specialist to interface with teachers and Indochinese. (Ongoing)	• Pacific Asian American Center, through a City grant, counsels and responds to hotline complaints. (1981-1982)	• Hosted a Mayor's Roundtable Discussion on refugee impact for ethnic, minority, church and other groups (December 1981)	
Westminster	• Westminster High School formed CARE (Committee Against Racism in Education) to combat tensions in the school. (1981 - Ongoing)	• The Study Institute, a private school, sponsors a cultural exchange club for Vietnamese and Americans. (Ongoing)	• City Hall officials donated space to the Vietnamese Community Center for Tet (New Year celebration festival) (January 1981-1982)	• Vietnamese community sponsors annual Vietnamese New Year (Tet) celebration. (1981 - Ongoing) • Westminster California Cable System produced a show concerning negative myths about Indochinese refugees. (October 1981)

Research Methodology For "A Study of Indochinese Refugees in Orange County, California

While the most sophisticated procedures have been used to collect and analyze the information presented herein, it must be remembered that surveys are not predictions. They are designed to measure public opinion within identifiable statistical limits of accuracy at specific points in time. This survey is in no way a prediction of opinion or action at any future point in time.

Project director and principal investigator for this study was Gary C. Lawrence, Ph.D. Assisting in all phases of research and analysis were Veronique Swett and Paul Jew who served as internal project directors.

Research Design

This study contains the results of a four-phase project investigating the impact of the immigration of Indochinese refugees into Orange County, California. The description of each phase is as follows.

Phase I

In Phase I, in-office interviews with ten key members of Orange County government agencies and private relief agencies who work with Indochinese refugees were conducted.

Interviews were conducted in February of 1981 and each lasted approximately 60 minutes.

The purpose of the interviews was to establish an understanding of present relief, placement, and resettlement activities. The information gathered in this phase contributed to the development of the questionnaires of later phases of the study.

Phase II

In Phase II, focus group interviews with representatives of Orange County businesses were conducted.

Interviews were conducted between March 10 and March 12, 1981 and lasted approximately one hour and forty-five minutes. Eight to twelve participants were in each focus group and there were three focus group interviews conducted altogether.

The focus group participants included representatives of businesses in Orange County who have employed Indochinese refugees and representatives of businesses who have not employed refugees, but potentially could employ refugees. Small- and medium-sized companies were represented.

Information generated from this phase was subsequently used to develop questionaires used in Phases III and IV.

Phase III

In this phase, 534 in-home interviews were conducted with Indochinese residing in Orange County, California. A refugee was defined as someone who fled his/her home country because of political or economic pressures and entered the United States legally.

Refugee interviews were conducted between May 6 and June 18, 1981.

All respondents in this phase were part of a randomly selected in-home sample of Indochinese refugees residing in Orange County. Our sample consisted of 500 interviews of refugees throughout Orange County, with an overload of 34 interviews with Cambodians. The purpose of the overload was to provide a statistically projectable data base on that ethnic group which would otherwise be very small. Results were weighted to bring percentages of interviews for each group of refugees in line with the estimated county population.

In general, in-home samples such as this yield results projectable to the entire universe of Indochinese refugees residing in Orange County within 5.2 percentage points in 95 cases out of 100 cases.

Interviewers were chosen for each ethnic group according to bilingual ability and with due deference to cultural proprieties. Questionnaires were translated into the Vietnamese, Laotian, and Cambodian languages.

Selection of respondents by sex and selection of respondents within a household was controlled through randomization instructions. Respondents had to be 18 years of age or older to qualify to be interviewed and no other individuals in a household were allowed to sit in on the interview so that respondents could give uninfluenced answers.

The interviews lasted approximately one hour and ten minutes and contained 102 questions.

Approximately 15 percent of all interviews were independently validated for procedure and content by a Decision/Making/Information professional. Completed interviews were edited and coded at the firm's headquarters in Santa Ana, California. Statistical analysis and cross-tabulation were produced by the firm's own software and computer system.

Phase IV

In Phase IV, 604 in-home interviews were conducted with Orange County residents who do not fit the definition of a refugee as defined in Phase III.

Non-refugee interviews were conducted between June 25 and July 17, 1981.

Respondents interviewed in this study were part of a randomly selected in-home sample of adults residing in Orange County, California. The basic sample consisted of 400 residents of Orange County, with an overload of 150 Hispanics and 50 Blacks, to provide sufficient representation of these groups for statistically projectable results. Data was weighted to conform to the ethnic breakdown of the Orange County population.

In general, in-home samples such as this yield results projectable to the entire universe of non-refugees residing in Orange County within 4.8 percentage points in 95 out of 100 cases.

Interviews were conducted by Decision/Making/Information trained personnel. Interviewers for the Hispanic overload were bilingual in English and Spanish.

As was done in Phase III, selection of respondents by sex and selection of respondents within a household was controlled through randomization instructions. Respondents had to be 18 years of age or older to qualify to be interviewed and no other individuals in a household were allowed to sit in on the interview.

The interviews lasted approximately 35 minutes and contained 94 question.

Approximately 15 percent of all interviews were independently validated for procedure and content by a Decision/Making/Information professional. Completed interviews were edited and coded at the firm's headquarters in Santa Ana, California. Statistical analysis and cross tabulations were produced by the firm's own software and computer systems.

Acknowledgements

Several people invested their time and resources so that this material could be published. First, Executive Vice President Merrit Johnson of the United Way in Orange County North/South and his staff played an important role in the establishment of the project. Their technical assistance and continued support assured that our research findings would be published.

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Thus, as in all group efforts, the credit for this completed work is shared with these people. Their contributions provided the necessary skills and commitment needed to make this manual a reality.

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Mr. Alan J. Jacobs, President
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Most Reverend William R. Johnson
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Dr. Gary C. Lawrence,
Vice President
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National Sales Manager
Lejon of California

Investors in the Immigrant and Refugee Planning Center

Atlantic Richfield Foundation
Fluor Foundation
Getty Oil Corporation
Irvine Foundation
Pacific Mutual Life Insurance
Company
Tiger International
Mervyn's Department Stores

No government funding has been solicited, nor will be accepted.

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